



Your Guide to Employee Assessments

# ASSESSMENT FOR BUSINESS

[www.fvtc.edu/assess](http://www.fvtc.edu/assess)

Pre-employment Assessments  
Aptitude & Skills Testing  
Personality & Employee Inventories  
360-degree Evaluations

Customized Innovative Solutions

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## BENEFIT FROM ASSESSMENTS

Reduce turnover and cut recruiting costs by assessing job candidates before making hiring decisions. Make informed hiring decisions by using assessments to match individual's skills to the job requirements.

### Why Assess Potential Employees?

- Investing in assessments costs less than hiring the wrong person.
- Assessment builds a qualified workforce.
- Proper matching of job requirements and employees skills improves quality.
- Assessment reduces turnover.
- Assessments can be used to identify training opportunities present within an organization.

### Why Assess Current Employees?

- Assessment helps in preparing for promotions through skill development.
- Assessment helps employees adapt to changing job requirements.
- Assessment establishes goals for adults entering the workforce.
- Assessing helps to increase productivity.
- Assessments can site areas of weakness and promote learning and training for the individuals to improve skill levels.
- Companies choose to assess current employees to obtain critical information about the staff's knowledge and performance.

### Why Use Fox Valley Technical College?

- Nationally standardized and validated assessments comply with Equal Employment Opportunity Commission (EEOC) and Americans with Disabilities Act (ADA) guidelines.
- Assessments can be used singly or in combination with other assessments.
- Assessment for Business is an unbiased testing source and keeps all assessments confidential.

# Assessment for Business

## AT A GLANCE

### *Our Advantage*

Maximize the potential in your organization with effective employee assessments. Join employers who use standardized evaluations to guide decision making in the selection of new staff and the promotion of existing personnel. Benefit from evaluating skills and identifying gaps before starting your next training initiative. Choose from over 1,000 employee assessments, including 360-degree evaluations, trades and apprenticeship testing, basic skill assessments, pre-employment screening and organizational needs assessments.

### *A Human Resource Partner*

Hiring the wrong person can cost valuable time and money. Reduce turnover by using employee assessments to match individuals to job positions, ensuring the best candidate is hired, promoted and trained.

Employee assessments can also be useful in upgrading the knowledge of the general workforce. It can identify skill-gaps and determine necessary areas of training. As job requirements change, assessing candidates and updating training enables your organization to increase productivity while maintaining a knowledgeable workforce.

### *Convenient Service*

FVTC Assessment Specialists are ready to provide assistance immediately upon your request. Meet with our staff to discuss which assessments meet your needs and schedule candidates. Use our comfortable, quiet assessment center at Fox Valley Technical College or a location at your facility. We're happy to accommodate your requirements.



**Fox Valley Technical College – Assessment for Business**  
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## 360° Evaluations

*Multi-rater assessments collect feedback for the participant based on peer and supervisor ratings and also includes self assessment.*

### **360° Leadership Navigator for Corporate Leaders**

This is a managerial 360° feedback instrument that measures the leadership skills that are most relevant in today's organizations. It provides for in-depth feedback on a manager's workplace behavior based on eight competencies: Business Focus • Develops Talent • Inclusiveness • Acts with Integrity • Results Orientation • Customer Focus • Team Leadership • Communication Skills

### **The 360° Leadership Navigator Report**

This report is comprised of four sections that provide the Manager with clear and complete feedback for leveraging strengths and planning for development: Overview • Competency Breakout Pages • Strengths and Development Needs • Narrative Comments

### **Fleishman Job Analysis Survey Online ©**

This is a widely researched and recognized multi-rater approach to job analysis that provides the information needed to make scientifically sound and legally defensible personnel decisions. It brings together a broad range of job abilities that have been identified through extensive research on human performance capabilities and cover the cognitive, psychomotor, physical, sensory-perceptual, and social-interpersonal requirements of work. The F-JAS assesses on 73 different scales tapping a comprehensive range of capacities in these domains:

*Cognitive:* Verbal Abilities • Idea Generation & Reasoning Abilities • Quantitative Abilities • Memory • Perceptual Abilities • Spatial Abilities • Attentiveness

*Psychomotor:* Fine Manipulative Abilities • Control Movement Abilities • Reaction Time and Speed Abilities

*Physical:* Physical Strength Abilities • Endurance • Flexibility, Balance, and Coordination • Visual Abilities • Auditory and Speech Abilities

### **360° Leadership Navigator® for Executives**

This is a 360° feedback instrument that measures the leadership skills that are most relevant for executives in today's organizations. It is designed to assess leadership behavior for senior-level executives. It provides for in-depth feedback on a leader's workplace behavior based on 12 competencies, grouped into two dimensions:  
*Organizational Leadership:* Strategic Management • Mission, Vision, Values • Decision Making • Industry Knowledge • Financial Management • Influencing & Negotiating  
*Leading People:* Developing Talent • Delegation • Motivating Top Performance • Communication • Teamwork • Integrity

### **Campbell™ Leadership Index (CLI®)**

This instrument provides feedback to an individual about personal characteristics that are directly related to the nature and demands of leadership. The CLI shows the comparison between Self and Observer ratings on 22 standardized scoring measures within these five main orientations: Leadership • Energy • Affability • Dependability • Resilience

### **Individual Development Survey (IDS)**

The IDS is a 360° feedback instrument that focuses upon the behavioral and personality characteristics that have an impact upon work functioning. It is well suited for corporate training and development programs and measures an individual's skills on 11 competency sets: Initiative/Risk Taking • Creativity/Innovation • Personal Integrity • Technical Competency • Quality of Results • Diversity • Planning/Execution • Team Work • Communicating • Mentoring • Problem Solving/Decisions

### **Job Requirements Questionnaire (JRQ)**

This is a single or multi-rater job analysis instrument that helps to define the psychological and behavioral demands of a position. The JRQ is designed for integrated use with the New Workforce Inventory (NWI). Used in this fashion, the JRQ clarifies which NWI dimensions are critical in fulfilling the demands of a position. The resulting profile provides clear information about which job-related dimensions are vital to attend to when assessing candidates for a position. The JRQ measures the following six major dimensions: Flexibility/Adaptability • Innovation • Conscientiousness • Teamwork • Openness to Learning • Customer Orientation.

**New Workforce Inventory (NWI)**

This is a personality inventory designed specifically for use as an employee selection and assessment tool. It provides a comprehensive picture of an individual's functioning in areas critical to success in a wide range of positions. It can be used as a stand-alone assessment or used as a position-matching tool in conjunction with its sister instrument, the Job Requirements Questionnaire (JRQ), a single or multi-rater job analysis tool that measures the same dimensions as the NWI. The NWI measures the following six major dimensions: Flexibility/Adaptability • Innovation • Conscientiousness • Teamwork • Openness to Learning • Customer Orientation

**Leadership Assessment Survey**

This instrument focuses upon an individual's leadership skills and abilities. The LAS is a powerful 360° multi-rater instrument for managerial and leadership development programs. Repeated administrations can serve as a professional benchmarking tool for the participant. The LAS measures an individual's leadership on 16 competency sets: Initiative/Risk Taking • Motivating • Quality of Results • Problem Solving/Decisions • Delegating • Diversity • Planning/Goal Setting • Vision • Technical Competency • Communicating • Mentoring • Coaching • Personal Integrity • Creativity/Innovation • Empowerment • Team Work

**Management-Leadership Practices Inventory (MLPI)**

This instrument assesses a supervisor's management and leadership skills. It is based on ratings of skills rather than personality characteristics and permits self-ratings in addition to those of employees, peers, and supervisors. It is well-suited for executive coaching, individual development assessments, and training. It also can be used to identify training needs as well as an outcome measure after training. The MLPI provides objective feedback on twenty key factors that are grouped into three categories:

- Management Practices:* Planning • Performance Standards • Evaluating Performance • Delegation • Goal Setting • Technical Expertise • Coaching • Facilitating Change • Recognition
- Interpersonal Style:* Directive • Participative • Approachable
- Leadership Practices:* Communication • Strategy • Empowering Employees • Teamwork • Resourcefulness • Trust • Decisiveness • Self-Confidence

**Professional Communication Inventory (PCI)**

This instrument assesses an individual's communication abilities. The PCI is based on ratings of skills rather than personality characteristics. The PCI is an instrument well-suited for coaching, individual development assessments, and training in situations where communication and relationship skills are important. It also can be used as an outcome measure after training. The PCI provides objective feedback about a manager's behavior on twelve key factors that are grouped into two categories:

- Communication Skills:* Speaking • Presenting to Groups • Listening • Conducting Meetings • Writing
- Relationship Skills:* Approachability/Acceptance • Trust • Flexibility • Support • Influencing Others • Technical Expertise • Cooperation



**Sales Development Survey**

This instrument focuses upon sales skills. The SDS is a unique 360° multi-rater instrument for the development of sales professionals. The SDS measures an individual's skills on 11 competency sets related to sales: Verbal/written communication listening skills/presentation skills • Timeliness • Handling concerns integrity/image personal initiative • Developing Partnerships • Product/market knowledge timeliness customer service • Presentation Skills • Problem solving/creativity developing partnerships • Personal Initiative • Listening Skills • Customer Service • Integrity/Image

### **Sports 360° Coach Survey (Coach360)**

This instrument collects information about a coach's ability to foster, motivate, and manage the development of athletic excellence. Individuals complete a brief survey about the coach's current and expected performance in several areas critical to coaching effectiveness. The Coach360 assesses three competency sets that are critical to fostering athletic achievement: Defining Needs • Guiding Athletes • Reinforcing Performance

### **Sports 360° Leader Survey (Leader360)**

This instrument collects information about an athletic administrator or head coach's leadership skills from several individuals such as administrators, peers and colleagues, direct reports, players, and others. Individuals complete a brief survey about expected and current performance in several areas critical to effective leadership. The Leader360 assesses an individual's skills on three competency sets critical to athletic leadership: Ethics and Integrity • Tenacity and Initiative • Inclusiveness

### **Sports 360° Player Survey (Player360)**

The Player360 is a multi-rater instrument that collects information about an athlete's "inner game." Individuals complete a brief multiple-choice survey about current and expected attitude, performance, and behavior. The Player360 provides extensive feedback about an athlete's mental skills and attitudes. It assesses an athlete on three sets of skills that are important in achieving athletic excellence: Self Management • Athletic Self Image • Coping With Stress

### **Sports 360° Team Survey (Team360)**

The Team360 is a multi-rater instrument that allows all members of a team to rate each other. This tool provides critical feedback about team functioning and the relationships among teammates. All team members rate each other on current and expected behavior in areas critical to team work, cooperation, and athletic success. This feedback affords a powerful method for identifying areas of team strength and cohesion as well as for targeting conflicts that are in need of resolution. The Team360 assesses a team's members on the following dimensions: Team Orientation • Commitment to Success • Communication • Quality of Work

### **Team Development Profile (TDP)**

The TDP is a unique instrument for team development that provides both individual and team-level feedback. Applications include team building, identifying high potential team leaders, work group collaboration, and team needs analyses. Repeated administrations can serve as a team development benchmarking tool. The TDP measures the team and its members functioning on 13 competency sets: Flexibility • Personal Integrity • Quality of Work • Communication • Problem Solving/Decisions • Valuing Differences • Technical Competency • Commitment • Customer Relations • Organization/Focus • Supporting Others • Mentoring • Empowerment

### **Team Practices Inventory (TPI)**

The TPI is designed for use with groups in which teamwork is essential. It is designed especially for team assessments, identification of training needs and as an outcome measure after team development and training projects. The TPI provides objective feedback about how a team functions on fourteen key factors that are recognized as essential to effective group performance: Goal Clarity • Cooperation • Role Clarity • Support • Structure • Trust • Energy/Accomplishment • Communication • Competence • Standards • Commitment • Recognition • Influence • Leadership

# Accounting, Financial & Banking

*From Bank Teller to Executive Accountant, measure your candidates' knowledge of all facets of bookkeeping and finance.*

## **Accountant**

This test contains questions on common knowledge and skills required by an accountant, including standard accounting concepts, procedures and calculations.

## **Accounts Payable Fundamentals**

This test is part of the accounting fundamentals line of tests. It measure the candidate's knowledge of processing payables and vendor invoices and the posting of journal entries. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: Assets, Cash Management/Reconciliation, Controls, Expenses, Purchases, and Recording. The candidate will need a calculator when taking this exam.

## **Accounts Receivable/Billing**

This test measure the candidate's knowledge of processing receivables and invoices. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: A/R Principles, Applying Cash, Bad Debt/Collections, Cash Flow, Credit, General Ledger, Invoicing, and Reconciliation of Customer Accounts. The candidate will need a calculator when taking this exam.

## **Advanced Accounting**

This test contains questions on advanced accounting topics such as taxes, auditing, financial accounting and accounting-related legal issues.

## **Bank Teller - Money Handling**

This test contains questions related to working with currency, checks and other items related to duties as a bank teller. Questions include interactive exercises in cashing checks, handling deposits, spotting fraudulent items and reconciling a cash drawer.

## **Bank Teller - Teller Knowledge**

This test contains questions on common skills required by bank tellers, such as knowledge of banking products, proper banking procedures and issues related to security and fraud.

## **Bookkeeping Fundamentals**

This test measures the candidate's knowledge of bookkeeping tasks and functions. Designed for accounting clerks and others who handle bookkeeping tasks, this test covers the following topics: Accounts Payable, Accounts Receivable, Adjusting Entries, Business Math Conversions, Cash, Financial Statements, Fixed Assets, Inventories, Liabilities, Payroll, Recording Transactions, and Taxes. The candidate will need a calculator when taking this test.

## **Business Documents**

This test contains questions on understanding business documents, such as checks, invoices, and bank statements.

## **Consumer Finance**

Assesses an understanding of consumer finance issues including credit monitoring, debt concepts, educational finance, investment, planning and insurance.

## **Cost Accounting**

This test contains questions on cost accounting principles, procedures and calculations. It focuses on applications of various principles related to cost accounting including: Deferred Costs • R & D Expenditures • Retail • Inventory • Standard Cost Methods

## **Credit and Collections**

Assesses an understanding of consumer and commercial credit issues including billing procedures, credit and collection laws, rules and procedures.

## **Credits and Debits**

This test contains questions how various items would be classified when posted to an account, as a credit or a debit.

## **Financial Accounting**

This test measures the candidate's knowledge of American financial accounting rules and procedures. Designed for the experienced accounting professional, this test covers the following topics: A/R and A/P, Budgeting, Cost Accounting, GAAP, Journal Entries, Tax and Payroll, and Types.

### **Financial Analysis**

This test measures the candidate's knowledge of financial analysis in the United States including the metrics used and the regulatory organizations involved. Designed for the experienced financial professional, this test covers the following topics: Analyzing Return, Analyzing Risk, Budgetary Control, Budgets, Cost of Capital, Financial Analysis, and Valuation Methods. Test-takers will need a financial calculator for this exam.

### **Financial Knowledge**

Assesses foundational knowledge of financial issues including financial markets and business structures, financial management and analysis concepts, currency markets, business ethics and law.

### **Financial Management**

This test measures the candidate's knowledge of how companies manage their internal finances. This test covers the following topics: Capital Budgeting, Capital Structure, Financial Statements, Financing, Internal Reporting, Planning and Control, Market Concepts, Risk Concepts, and Valuation Concepts.

### **Financial Professional Aptitude**

This test assesses the likelihood that a candidate will pass the Series 6 and/or 7 exams. It measures general reasoning, reading comprehension, and problem solving.

### **Financial Statements**

This test is designed to assess an individual's knowledge about the principles underlying financial statements.

### **General Accounting**

This test measures a candidate's knowledge and skill level in classifying assets, calculating taxes and payroll, determining depreciation and gross profit margin, preparing worksheets and financial statements, balancing accounts, interest calculations, entering journal and General Ledger transactions, and knowledge of basic accounting formulas and principles.

### **Insurance**

Assesses an understanding of various aspects of health insurance including employer-related insurance, elements of health insurance plans, insurance billing and coding.

### **Insurance – Health**

Assesses a broad understanding of insurance issues including auto, business, health, life and property insurance.



### **Inventory Depreciation**

This test is designed to assess an individual's knowledge and understanding of principles related to inventory and depreciation.

### **Math Skills**

This test contains questions on the most commonly used accounting math skills, such as calculations requiring addition, subtraction, multiplication, division, percentages and word problems.

### **Payroll Fundamentals**

This test measures the candidate's knowledge of processing receivables, invoices, and payroll. Designed for payroll clerks and others who handle payroll processing, this test covers the following topics: Bookkeeping, Fair Labor Standards Act, Payroll Calculation, Tax Forms, and Worker Status. You will need a calculator when taking this exam.

### **Peachtree Accounting 9.0**

This test contains questions on the most commonly used Peachtree Accounting features such as analysis, banking, reports and forms, application use as well as configuration and setup.

Also available: **Peachtree Accounting 8.0** and **Peachtree Accounting 2002**

**QuickBooks 2006**

This test contains questions on the most commonly used QuickBooks features such as analysis, banking, reports and forms, application use as well as configuration and setup.

Also available: **QuickBooks 2001, 2002, 2003, 2005, QuickBooks Pro 2008**

**Shorthand – Accounting (Audio)**

Using pen and paper, examinees transcribe audio text into shorthand. Examinees then type their own shorthand notes into the space provided on the computer screen.

**Spelling – Accounting**

Examinees select the correct spelling of words specific to accounting environments.

**Taxes**

This test contains questions on the most commonly used accounting tax skills, such as payroll form identification, tax law, Medicare and Social Security withholding, and capital gains.

**Teller Test**

This is a timed-test that measures a person's ability to handle and count money accurately. It assesses the critical job skills involved in accurately counting bills and coins in a timely manner. It is comprised of questions that are based on situations involving the handling of money and making change. Because of its design, the Teller Test is very well-suited for assessing applicants for positions that require the ability to handle money. The Teller Test can also be used to provide an objective evaluation of current employees as well as to evaluate the effectiveness of workplace training programs.

**Terminology**

This test contains questions on common terminology used in all aspects of bookkeeping and accounting.

**Transcription – Accounting (audio)**

Examinees type a document that is read aloud.

**Typing Test – Accounting**

Tests typing speed and error rate while copying a text.

**Vocabulary – Accounting**

Examinees are asked to select the correct meaning of words specific to accounting environments.

# Aptitudes

*Measure your candidates' abilities to learn the jobs that are specific to your company.*

## **Advanced Numerical Reasoning Appraisal (ANRA)**

Identify professionals and leaders who work efficiently and effectively with business information: Financial Statements • Business Metrics • Key Performance Indicators

This assessment measures the ability to recognize, understand and apply mathematical and statistical reasoning. It measures higher-level numerical reasoning skills that involve deduction, interpretation and evaluation. It also predicts the ability to: Select important numerical information for decision making • Compare quantitative information • Effectively break down information into essential parts or underlying principles • Evaluate the sufficiency of quantitative information available to reach accurate conclusions

## **Cognitive Aptitude Test**

This is an assessment designed to identify individuals who have the ability to solve problems, think on their feet, and can learn new concepts readily.

The Cognitive Aptitude Test assesses the following domain: Verbal Reasoning • Mathematical/Logical Reasoning • Overall Mental Aptitude

## **Core Abilities Assessment**

This assessment provides a brief measurement of cognitive and reasoning abilities and is designed to predict success across broad range of entry to mid-level positions such as customer service representative, production, and frontline supervisor. Based upon a combination of items that tap verbal, numerical, and abstract reasoning skills, this assessment provides significant information about a candidate's ability to learn and perform on the job. It is useful for both screening and clarifying an individual's ability to learn and become a successful employee.

## **DAT - Abstract Reasoning**

This test is a non-verbal measure of reasoning ability. It involves the ability to think logically and to perceive relationships in abstract figure patterns.

## **DAT - Language Usage**

This test is an assessment designed to measure the ability to detect errors in grammar, punctuation, and capitalization. The items reflect present-day formal writing and the ability to use English properly.

## **DAT - Mechanical Reasoning**

This test measures the ability to understand basic mechanical principles of machinery, tools, and motion. The items represent simple principles that involve reasoning rather than specialized knowledge or training.

## **DAT - Numerical Ability**

This test is an assessment designed to test an individual's understanding of numerical relationships and facility in handling numerical concepts. It measures the ability to understand and work with ideas related to numbers.

## **DAT - Space Relations**

This test measures the ability to visualize a three-dimensional object from a two-dimensional pattern and to visualize how this object would look if rotated in space. It assesses the ability to "think in three dimensions."

## **DAT - Verbal Reasoning**

This test is an assessment designed to measure the ability to understand concepts framed in words. It measures the ability to find commonalities among different concepts and to manipulate ideas on an abstract level. It assesses both an individual's knowledge and abstract thinking ability.

## **Fleishman Job Analysis Survey Online ©**

This is a widely researched and recognized multi-rater approach to job analysis that provides the information needed to make scientifically sound and legally defensible personnel decisions. It brings together a broad range of job abilities that have been identified through extensive research on human performance capabilities and cover the cognitive, psychomotor, physical, sensory-perceptual, and social-interpersonal requirements of work. The F-JAS assesses on 73 different scales tapping a comprehensive range of capacities in these domains:

*Cognitive:* Verbal Abilities • Idea Generation & Reasoning Abilities • Quantitative Abilities • Memory • Perceptual Abilities • Spatial Abilities • Attentiveness

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**Llobet Reasoning Test**

This test is an assessment designed to assess an individual's ability to work with both verbal and numerical concepts. It is designed to predict an individual's ability to reason, learn quickly, and solve problems.

**Professional Employment Test**

This test is designed to assess the cognitive abilities that are important for the successful performance of work behaviors in professional occupations. Questions on the PET focus upon data interpretation, reasoning, quantitative problem solving, and reading comprehension. The PET is intended for use in the selection of personnel for professional, administrative, and managerial occupations. The Professional Employment Test assesses the following competencies: Verbal Comprehension • Quantitative Problem Solving • Reasoning

Also available: **Professional Employment Test - Short Form**

**Raven's Standard Progressive Matrices (SPM) and Raven's Standard Progressive Matrices Plus (SPM Plus)**

This is a test of observation skills and clear-thinking ability. It offers insight about someone's capacity to observe, solve problems, and learn. The score can be used as an indication of a candidate's potential for success in professional, management and high-level technical positions that require clear thinking, problem identification, holistic situation assessment, and monitoring of tentative solutions for consistency with all available information. Each problem is presented as a pattern or sequence of diagrammatic puzzles with one piece missing. The task is to complete the pattern or sequence by choosing the correct missing piece from a list of options. The problems become progressively more difficult as the test taker proceeds through the problems in the test.

Also available: **Raven's Advanced Progressive Matrices (APM)**

**Verbal Aptitude Battery (VAB)**

The VAB is a verbal aptitude assessment that is appropriate for employment purposes. The sections include:

**Vocabulary:** This section uses verbal concepts to indicate an individual's openness to new information and concepts and reflects the capacity to effectively store, categorize, and retrieve this information appropriately.

**Comprehension:** This section assesses the ability to evaluate social behavior and identify behavior that is more socially desirable.

**Watson-Glaser Critical Thinking Appraisal**

Better Thinkers Make Better Business Decisions. Improve your hiring decisions and identify high-potential employees accurately and efficiently. This test measures overall critical thinking capability, based on an individual's ability to: Make Accurate Inferences • Recognize Assumptions • Properly Deduce • Interpret Information • Evaluate Arguments  
The WGCTA is the most widely used assessment of critical thinking in business today. It is ideal for hiring, promotion, development and succession planning for roles requiring an individual to work with business information to answer questions, determine strategy, reduce risk and maximize organizational performance.

## Basic Skills

*Set the baseline of your company's abilities by starting your assessment program with reading and math skills.*

### **ABLE 3 – Language**

This test is comprised of a total of two sections: Capitalization/Punctuation Conventions and Applied Grammar. Capitalization and punctuation conventions are measured by items which sample the correct use of capital letters and the correct use of periods, commas, question marks, apostrophes, and colons. Applied grammar is measured by items which sample the correct use of adjectives, verbs, pronouns, adverbs, and agreement of subjects and verbs.

### **ABLE 3 – Number Operations**

This test is designed to measure an individual's ability to compute and use numbers. The objectives measured include reading and writing numerals, interpreting fractions, factorization, ratio proportion and percent; equations, and using zero as an operator. The candidate is also asked to use addition, subtraction, multiplication, and division with whole numbers, fractions, and decimals to compute answers to number problems an adult is likely to encounter. The subtest also includes computation using scientific notation, computation with integers, and powers and roots.

### **ABLE 3 – Problem Solving**

This test is designed to measure an individual's ability to solve problems using numbers. The types of problems included represent those that an adult is likely to encounter and assess the ability to determine an outcome, to record and retrieve information, to measure, and to use geometric concepts. The test also measures the candidate's ability to predict or to verify statistics and to estimate outcomes.

### **ABLE 3 – Reading Comprehension**

This is comprised of two sections: Capitalization/Punctuation Conventions and Applied Grammar. Capitalization and punctuation conventions are measured by items which sample the correct use of capital letters and the correct use of periods, commas, question marks, apostrophes, and colons. Applied grammar is measured by items which sample the correct use of adjectives, verbs, pronouns, adverbs, and agreement of subjects and verbs.

### **ABLE 3 – Spelling**

This test is designed to measure an individual's ability to spell. In each item, the candidate chooses the incorrectly spelled word from among four options. The spelling words were chosen that are representative of the types of words that adults need in written communication and sample the most common phonetic and structural principles of spelling.

### **ABLE 3 – Vocabulary**

This test is designed to assess the knowledge and understanding of words that are frequently encountered by adults in their work or other daily activities. For each item, the examinee is asked to read a sentence where three alternatives are given for the last word in that sentence. It includes words sampled from general or applied vocabulary, from vocabulary associated with the physical and natural sciences, and from vocabulary of the social sciences.

### **Algebra**

This test is designed to test mathematics skills in the area of algebra.

### **Arithmetic**

Developed to evaluate the ability to perform basic computations at various levels of difficulty. Covers the following areas: Ability to add, subtract, multiply and divide whole numbers and decimals • Calculate percentages • Solve simple formulas • Read tables and charts

### **Automatically-Scored Written Essay Test**

This assessment evaluates the candidate's ability to use written media to effectively and efficiently communicate ideas and information. This trait is characterized by the ability to present a message appropriate for the audience, to organize the content in an understandable and appropriate manner, and to display appropriate levels of mechanical/grammatical skill within the writing.

**Basic Skills Test #12 – Coding**

This test measures the ability to code information according to a prescribed system. The test taker reads a table containing a list of items classified into categories, each item with a unique code. Then, he or she is shown a new set of information and selects the correct code from the provided alternatives.

**Basic Skills Test #1 - Language Skills**

This test measures the ability to recognize correct spelling, punctuation, capitalization, grammar, and usage. The test taker reads a sentence, part of which is underlined, and then determines whether the underlined section has errors in spelling, punctuation, capitalization, grammar or usage.

**Basic Skills Test #8 - Following Written Directions**

This test measures the ability to read and follow a set of rules. The test taker reads a set of rules and determines what action to take in various situations by applying them.

**Business Math**

This test measures the candidate's knowledge of mathematics that is commonly used in business. Designed for all professionals, this test includes the following topics: Calculating Markup and Markdown Percentage; Interest, Invoicing, and Net/Gross; Markdown Price; Markup Price; Original Price Before Markdown or Markup; Price from Total without and with Tax; Total from Algorithm, Chart, or Formula.

**Business Vocabulary**

This assessment identifies the candidate's ability to correctly identify words common in business communications.

**Core Abilities Assessment**

This assessment provides a brief measurement of cognitive and reasoning abilities and is designed to predict success across broad range of entry to mid-level positions such as customer service representative, production, and frontline supervisor. Based upon a combination of items that tap verbal, numerical, and abstract reasoning skills, this assessment provides significant information about a candidate's ability to learn and perform on the job. It is useful for both screening and clarifying an individual's ability to learn and become a successful employee.

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*Physical:* Physical Strength Abilities • Endurance • Flexibility, Balance, and Coordination • Visual Abilities • Auditory and Speech Abilities

**Following Instructions**

This test measures a candidate's ability to follow detailed instructions and then select the correct course of action. Determine the filing location based on written instructions. Select the correct location.

**General Select Numerical**

This is an assessment of numerical reasoning and calculation that has been designed specifically for use for entry level technical, clerical, and administrative positions and individuals whose education is limited to high school. It assesses an individual's ability to utilize numerical skills and reasoning. It has been developed as a measure of general numerical ability for positions that involve reasoning, analysis, and problem solving with numerical data and statistical information.

**Geometry & Algebra**

This test is designed to test mathematics skills in the areas of geometry and algebra.

### **Identity - Workplace Skills**

This is an instrument designed to predict success in a variety of administrative roles. It measures critical factors such as mathematical and verbal reasoning, language skills, attention to detail, and analyzing skills. This test helps employers to identify job candidates with the ability to perform the basic skills that underlie a wide variety of positions ranging from entry level through supervisory. It provides a standardized percentile score and brief narrative interpretation for each of the following: Analysis Skills • General Math Skills • Detail Orientation • Grammar and Spelling Skills

Individualized interview questions are also provided based upon the candidate's test performance.

### **Industrial Reading Test**

Productivity and safety start with reading. Accurately and efficiently identify individuals with the ability to read and comprehend rules, regulations, and manuals. This test measures reading ability and comprehension with industry-relevant passages and questions. The higher the score, the greater the likelihood your candidate will: Successfully complete technical training and orientation programs • Understand rules and regulations designed to protect employees and ensure target quality and speed of manufacturing output • Repair products properly to reduce the frequency of service calls • Perform better overall

This test provides critical information when hiring: Service and Repair Technicians • Equipment Operators • Facility Maintenance Employees • Production Employees • Roles in Regulated Facilities • Skilled Trade Professionals • Apprentices

### **Math-Basic Skills**

This assessment measures the candidate's ability to quickly perform basic mathematical computations including addition, subtraction, multiplication, and division.

### **Math Fundamentals**

This test measures the candidate's knowledge of the core areas of mathematics that are important in everyday life. Designed for everyone who is familiar with the Imperial Measurement System, this test covers the following topics: Arithmetic Computations, Basic Geometry, Decimals, Fractions, Percentages, Problem Solving with Arithmetic, Ratio and Proportion, and Statistics and Graphs.

### **Math Fundamentals (Metric)**

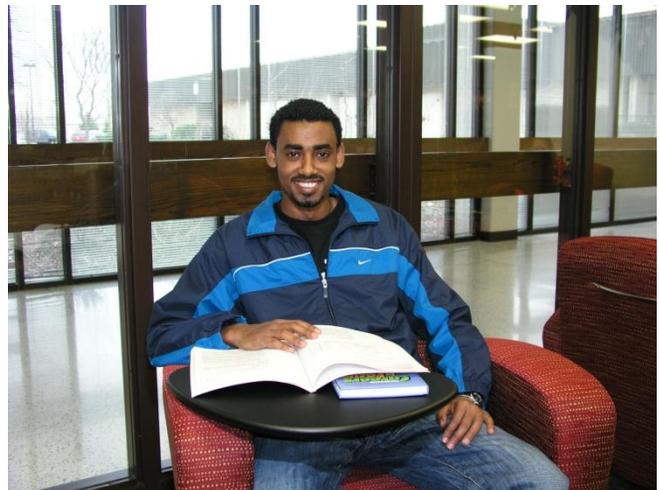
This test measures the candidate's knowledge of the core areas of mathematics that are important in everyday life. This test is based on the Math Fundamentals (U.S.) test, but where applicable, items have been converted to the Metric Measurement System. This test covers the following topics: Arithmetic Computations, Basic Geometry, Decimals, Fractions, Percentages, Ratio and Proportion, and Statistics and Graphs.

### **Math-Intermediate Skills**

This test measures the candidate's ability to quickly perform intermediate level mathematical computations including addition, subtraction, multiplication, and division.

### **Math Problem Solving**

This assessment measures the candidate's ability to use basic mathematic computations to solve real-world problems.



### **Measurement**

Designed to assess ability to measure accurately in rule dimensions of wholes, halves, quarters, eighths, and sixteenths.

### **Measurement, Reading & Arithmetic**

This test contains a series of three tests in the areas of measurement, reading, & arithmetic. It was originally developed as a basic skills assessment for operating engineers.

**Professional Employment Test**

The Professional Employment Test (PET) is designed to assess the cognitive abilities that are important for the successful performance of work behaviors in professional occupations. Questions on the PET focus upon data interpretation, reasoning, quantitative problem solving, and reading comprehension. The PET is intended for use in the selection of personnel for professional, administrative, and managerial occupations. This test assesses the following competencies: Verbal comprehension, quantitative problem solving, and reasoning.

Also available: **Professional Employment Test – Short Form**

**Raven's Standard Progressive Matrices (SPM) and Raven's Standard Progressive Matrices Plus (SPM Plus)**

This is a test of observation skills and clear-thinking ability. It offers insight about someone's capacity to observe, solve problems, and learn. The SPM or SPM Plus score can be used as an indication of a candidate's potential for success in professional, management and high-level technical positions that require clear thinking, problem identification, holistic situation assessment, and monitoring of tentative solutions for consistency with all available information. The SPM or SPM Plus score also can be used for developmental purposes in occupational and educational settings. The nonverbal aspect of each test minimizes the impact of cultural or language bias.

Also available: **Raven's Advanced Progressive Matrices (APM)**

**Reading**

Designed to measure the ability to read, comprehend, and answer written questions based on a printed passage. This test consists of five reading passages with progressively higher levels of readability. Additional versions available: Reading (Electronics & Instrumentation) • Reading (Food Industry)

**Ruler Measurement**

This assessment measures a candidate's ability to read an English unit ruler.

**Shop Math - Fractions and Decimals**

This tests a candidate's knowledge of basic addition, subtraction, multiplication, and division of fractions, as well as addition of decimals. It also tests the candidate's ability to convert fractions to decimals.

**Skills Profiler**

This test assesses a job applicant's proficiency in several domains that are essential to work productivity and job success. It helps gauge a job candidate's ability to perform tasks such as problem solving, reasoning, analysis, and communicating. As a result, the Skills Profiler is a powerful tool for assessing the skills of job applicants for any position where these abilities are critical. It also provides a percentile score and brief narrative description for the areas of language skills, math and reasoning skills, attention to detail, vocabulary skills, and total skills profiler score.

**Writing Test**

This test consists of three short writing samples. Each sample requires the test-taker to print or write a memo, report to a manager, or a letter.

**Written English**

This test measures the candidate's knowledge of English grammar and English reading comprehension. Designed for experienced users, this test covers the following topics: Articles, Comparisons, Conjunctions, General Questions, Misused Words, Nouns, Parallel Structure, Prepositions, Pronouns, Specific Questions, and Verbs. Also available:

**Written French** and **Written Spanish**

# Business, Office & Communication

*Measure the knowledge of your candidates in standard office procedures, ethics, writing, typing or time management.*

## **Administrative and Clerical Questionnaire (ACQ)**

This assessment is suitable for selecting persons for a variety of administrative, clerical, and secretarial roles. It utilizes a job applicant's biographical data to predict job performance and identify individuals with the potential for high-level job performance. The ACQ report targets the success attributes of conscientiousness, teamwork, initiative, and problem solving.

## **Audio Transcription**

This assessment measures the candidate's speed and accuracy at listening to a recording and transcribing the data into a word processor.

## **Business Communications**

This test assesses the ability to use basic grammar appropriately, use appropriate business tone, respond with complete and accurate information, and apologize when appropriate.

## **Business Communications Writing Sample – General**

This is an instrument that aids in the assessment of a candidate's writing proficiency. It requires candidates to compose original answers to job-related scenarios.

## **Business Communications Writing Sample – Insurance**

This is an instrument that aids in the assessment of a candidate's writing proficiency. It requires candidates to compose original answers to insurance industry-related scenarios.

## **Business Concepts**

This test measures the candidate's knowledge of general business fundamentals and practices in the United States. Designed for all business professionals, this test covers the following topics: Business Law, Financial Management, Financial Planning, General Business, Human Resources, Marketing, Operations, and Social Responsibility.

## **Business Ethics Awareness**

This test measures the candidate's knowledge of the application of ethical principles in various workplace situations. Designed for all professionals with a broad knowledge of the ethical concerns in a business environment, this test includes the following topics: Community/Societal Relations & Whistle-blowing, Conflicts of Interest, Employer Policies, Ethical Issues, Honesty & Confidentiality, Individual & Organizational Differences, Respect of Property Rights, Safety, Supplier/Vendor & Customer Treatment, and The Law.

## **Business Letter Compose**

This assessment measures the candidate's ability to accurately type and make corrections from a text original containing grammar, punctuation, spelling, and formatting errors.

## **Business Letter Edit**

This assessment measures the candidate's ability to accurately make corrections from a business letter containing punctuation, spelling, and formatting errors.

## **Business Math**

This test measures the candidate's knowledge of mathematics that is commonly used in business. Designed for all professionals, this test includes the following topics: Calculating Markup and Markdown Percentage; Interest, Invoicing, and Net/Gross; Markdown Price; Markup Price; Original Price Before Markdown or Markup; Price from Total without and with Tax; Total from Algorithm, Chart, or Formula.

## **Business Process Reengineering**

This test measures the candidate's knowledge in the modification and successful implementation of business processes. Designed for experienced managers and human resources professionals, this test covers the following topics: Process, BPR Team, Tools and Techniques, Success Predictors, Building on BPR, and Leading to BPR Failure.

**Business Vocabulary**

This assessment identifies the candidate's ability to correctly identify words common in business communications.

**Business Writing**

This test measures the candidate's knowledge of important types of business writing being used today. Designed for administrative professionals, this test covers the following topics: Business Letters, Other Formats, Principles of Organization, Rules of Grammar, Spelling, Style and Tone, and Vocabulary.

**Change Management**

This assessment measures the candidate's knowledge of conducting large-scale change in organizations. Designed for experienced managers and human resources professionals, this test covers the following topics: Analytical Skills, Change Management Skills, Change Planning Skills, Change Promotion Skills, Innovation Skills, and Interpersonal Skills

**Checking – Standard**

Examinees are asked to compare 2 sets of dates, addresses, names as well as words and phrases and mark if they match or not. Also available: **Checking – Numbers** and **Checking – Names**

**Classifying and Coding**

This test measures the candidate's ability to classify and code items by categories.

**Coding – Standard**

Examinees are asked to select the correct abbreviation from a list of extensions, departments, names, colors, cities and chemicals. Also available: **Coding – Letters** and **Coding – Numbers**

**Customer Service**

Questions include topics such as how best to deal with dissatisfied customers, proper telephone skills as well as Customer Service techniques.

**Data Entry-Alphanumeric**

This test is designed to assess an individual's ability to enter data into a standard form. The test taker is presented with real-life examples of data entry tasks involving a combination of text and numbers. The test measures an individual's speed and accuracy on this task. The Data Entry-Alphanumeric test measures: Gross speed in Keystroke Per Hour (KPH) • Gross errors • Adjusted errors • Net speed in KPH • Overall Assessment

**Data Entry-Numeric**

This test is designed to assess an individual's ability to enter numeric data into a standard form. The test taker is presented with real-life examples of numeric data entry tasks. The test measures an individual's speed and accuracy on this task. The Data Entry-Numeric test measures: Gross speed in Keystrokes per Hour • Gross errors • Adjusted errors • Net speed in KPH • Overall Assessment

**Data Entry – Standard (Audio)**

Examinees enter data into online forms from audio input. Also available: **Data Entry – Call Center** and **Data Entry – Sales**

**Data Entry Ten Key**

This assessment measures the candidate's ability to enter numbers using a numeric keypad. The test measures accuracy and speed. Also available: **Data Entry Ten Key Split Screen**

**Digital Literacy – Computing**

Questions cover topics such as PC components (mouse, monitor, printers), data storage devices (floppy disks, CDs, tapes), ports (keyboard, monitor, phone, printer) and storage capacity.

**Digital Literacy – Internet**

Questions cover topics such as applications (internet browsing, sending and receiving email, FTP clients) as well as terminology and general computing concepts.

**Digital Literacy - Software Skills**

Questions covering topics such as file management, system maintenance, commonly used features of Windows and Windows-based applications as well as terminology and general computing concepts.

**Editing & Proofing (Chicago Style)**

This test measures the candidate's knowledge centered on the Chicago Manual of Style. Designed for writers and editors, this test covers the following topics: Common Structural Areas, Common Errors, Numbers, Proofreading, Punctuation, and Substantive Editing.

**English Language Comprehension**

This assessment tests a candidate's ability to understand the English language as it is used in business settings. The test covers interpersonal communication, business jargon, instructions and directions, and business communication.



**English Vocabulary**

This test measures the candidate's knowledge of English vocabulary. Designed for all English speakers, this test covers the following topics: Analogies, Challenging words, Foreign words used in the English language, and Professional terms.

**Essentials – Grammar**

This test measures basic level language skills including the ability to identify statements that are grammatically correct based on sentence structure, punctuation, and parts of speech.

**Essentials – Math**

This test measures basic level math skills including addition, subtraction, multiplication, division, fractions, decimals and percents.

**Essentials – Spelling**

This test measures basic level spelling skills including the ability to identify correctly/incorrectly spelled words used in general and business environments.

**Essentials – Vocabulary**

This test measures basic level vocabulary skills including the ability to identify general and business terms.

**Filing – Standard**

Examinees must select the correct location for filing documents based on dates, numbers, names and companies.

Also available: **Filing – Names** and **Filing – Numbers**

**General Clerical Grammar**

This assessment measures the candidate's ability to correctly use the various parts of speech in written communication. It covers subject-verb agreement, sentence structure, and punctuation.

**General Clerical Spelling – (Multiple Choice or Short Answer)**

This assessment identifies the candidate's ability to identify correctly spelled words in written communication. It covers plurals, prefixes, suffixes, abbreviations, and common errors.

**Grammar – Business**

Examinees are asked to select grammatically correct sentences specific to business environments.

**Information Security Awareness**

This test measures the candidate's knowledge of information security. Designed for general computer users, this test includes the following topics: Computer Best Practices, Computer Ethics & Misuse, ID & Data Information Theft, Internet Best Practices, Passwords, Physical Security, Sensitive Information, and Viruses & Other Harmful Software.

**Internet Research Techniques and Resources**

This test measures the candidate's ability to find and evaluate information on the Internet. Designed for all professionals, this test covers the following topics: Browsers, Consumer Information, Government Sites, Health and Medical, Internet Forums, Language Tools, Libraries, Maps and Atlases, People Search, Research Methodology, and Search Engines.

**Interpersonal Communications**

This test measures the candidate's knowledge of how to employ effective verbal and non-verbal communication to send his or her message and manage conflicts. Designed for all professionals, this test covers the following topics: Communication and Perception, Group Communication and Team Work, Intercultural Communication, Interpersonal Communication, Interviewing and Communication, Intrapersonal Communication, Listening, Nonverbal Communication, Technology in Communication, Verbal Communication, and Language.

**Letter Setup – Block**

Examinees are asked to set up a standard letter in the standard block format.

Also available: **Letter Setup - Alternative Block**, **Letter Setup - Letter Head Block** and **Letter Setup - Semi Block**

**Math – General**

This test contains questions that measure commonly used math skills, such as addition, subtraction, multiplication, division and percentages.

**Office Management**

This test measures the candidate's ability to manage a business office. Designed for experienced professionals, this test covers the following topics: Interpersonal Communication, Administration, Organization, Clerical, Technology, Human Resources, Finance, Training and Development, and Facility Management.

**Office Manager Skills**

Examinees are asked questions relating to managing staff, measuring employee performance and productivity, and recommending raises and promotions.

**Office Procedures**

This test measures the candidate's knowledge of typical administrative and support activities performed in offices today. Designed for all support and administrative professionals, this test covers the following topics: Computer, Correspondence, Customer Service, Filing, Organization, Proofreading, Scheduling, and Telephone Techniques.

**Office Skills Battery**

This battery is a series of four brief tests designed to measure basic office and clerical skills. It is well-suited for assessing the competencies of job applicants who will be performing clerical functions, especially secretaries, accounting clerks, file clerks, shipping and receiving clerks, and administrative assistants. It is comprised of the four following SkillSeries™ tests: Analyzing • Filing • Math • Attention to Detail

**Paraprofessional**

This test measures knowledge and skills that are necessary for assisting in the instruction of students. It measures the academic content areas of mathematics, reading, and grammar. The mathematics portion measures basic skills in operations with whole numbers, fractions, decimals, and percentages. The reading portion requires the candidate to read short passages and demonstrate comprehension of the material. The grammar portion requires the candidate to identify and correct grammatical, punctuation, and capitalization errors, and choose the wording that most effectively expresses the idea of a sentence.

**Presentation Skills**

This test measures the candidate's knowledge of the concepts of preparing, delivering, and evaluating a presentation. Designed for any professional who makes presentations, this test includes the following topics: Gathering Information, Learning Material, Pre-Design & Preparation, Presentation Conclusion, Presentation Delivery, Presentation Structure, Presentation Types, Speaking Anxiety, and Types of Visual Aids.

**Proofreading**

This assessment measures the candidate's ability to read for errors involving spelling, punctuation, grammar and word choice. It also measures the candidate's ability to correct those errors.

**Receptionist Skills**

This test contains questions relating to receptionist skills such as recognizing names and faces, taking messages and forwarding calls.

**Secretarial Skills**

This test contains questions relating to secretarial skills such as recognizing names and faces, taking messages, and using judgment and discretion.

**Shorthand – Business (Audio)**

Examinees transcribe a document that is read aloud into shorthand, then type the document from their shorthand notes into the computer for automatic grading. Also available: **Shorthand – Accounting (Audio)**, **Shorthand – Legal (Audio)** and **Shorthand – Medical (Audio)**

**Spelling – Business**

Examinees select the correct spelling of words specific to business environments.

**Spelling – General**

Examinees select the correct spelling of words in general use. Also available: **Spelling – Accounting**, **Spelling – Geography**, **Spelling – Legal** and **Spelling – Medical**

**Spelling - (Audio)**

Listening to an audio tape, examinees are asked to type the correct spelling for various words. Also available: **Spelling - US Geography (Audio)** and **Spelling - International Geography (Audio)**

**Split Screen Typing**

This test measures a candidate's speed and accuracy in typing text presented on the computer screen. This test calculates a score based on the total number of keystrokes, time taken, and number of errors made when typing six passages. The Split Screen Typing Test uses the following method to determine the Net Words Per Minute score:  $\text{Net Words Per Minute} = ((\text{Gross Words Per Minute} * \text{Time Taken}) - \text{Total Errors}) / \text{Time Taken}$

**TalentScout – Clerical**

This instrument is designed to assess the skills associated with clerical and administrative positions. These include typing/keyboarding, using a word-processing program, language skills, and the ability to think logically. Portions of this assessment are based upon a computer adaptive testing strategy in which the difficulty of items presented to a candidate is adjusted based upon responses to prior items. This leads to a rapid determination of a candidate's level in each area. The number of items administered to each candidate varies. This assessment provides a proficiency rating and brief narrative interpretation for each of the following: Typing Speed and Accuracy • Word Processing Skills (Microsoft Word) • Spelling Skills • Language Skills • Logic and Reasoning Skills • Overall Performance

**Technical Writing**

This test measures the candidate's knowledge of the appropriate design and style for technical documentation. Designed for experienced technical writers, this test covers the following topics: Document Design, Document Development, Editing/Reviewing Work, Guidelines/Style/Techniques, Job Overview, Online/Hypermedia/Interactive Media, and Project Management.

**Telephone Message Taking**

Examinees see a telephone message displayed briefly and are then asked 5 questions relating to the message.

**Telephone Skills**

This test contains questions relating to basic telephone techniques, manners, judgment and discretion as well as message taking.

**Ten Key**

Examinees are asked to type numerical information using the computer keypad. Scores measure speed and accuracy of input.

**Time Management**

This test measures the candidate's knowledge of how to use time wisely in the workplace. Designed for the average business worker, this test covers the following topics: Action Plans, Controlling, Decision Making, Organizing, Planning, Scheduling, Time Usage, and Time Wasters.

**Transcription – Business (Audio)**

Examinees type a document that is read aloud. Also available: **Transcription - Accounting (Audio)** and **Transcription – Medical (Audio)**

**Typing Test**

This test is designed to assess an individual's keyboarding skills. The test requires the test taker to type a series of text samples. It has a 5 minute time limit and measures both a keyboarding speed and accuracy. The Typing Test measures: Gross speed in Keystrokes Per Hour (KPH) • Gross errors • Adjusted errors • Net speed in KPH • Overall Assessment  
Also available: **Typing Test – Accounting**, **Typing Test – Legal** and **Typing Test – Medical**

**Visual Comparison**

This test measures the candidate's ability to efficiently compare information and detect errors.

**Vocabulary – Business**

Examinees are asked to select the correct meaning of words specific to business environments.

**Vocabulary – General**

Examinees are asked to select the correct meaning of words in general use. **Also available: Vocabulary – Accounting**, **Vocabulary – Legal** and **Vocabulary – Medical**

**Workplace Fundamentals**

This test measures the candidate's knowledge of workplace basics. It covers the knowledge and skills needed to function in any type of workplace. This test is designed for anyone in the modern U.S. workforce and includes the following topics: Business Communication, Diversity, Employer Expectations, Human Resources, Legal Issues for Employees, Personal Development, Planning and Scheduling, and Security.

# Call Center

*Use role-playing Call Center simulations to determine your candidates' rapport and attention to detail with customers.*

## **Call Center Basic Simulation - 10 Minutes Timed**

This assessment measures a candidate's speed and accuracy at listening and entering information in a simulated call center environment. Also available: **Call Center Basic Simulation – Untimed**

## **Call Center Customer Service Scenarios**

This test places a candidate in a simulation of a call center customer service environment and asks the candidate to interact with a customer to solve problems and provide information.

## **Call Center Expanded Simulation - 10 Minutes Timed**

This assessment measures the candidate's ability to enter a caller's information into the appropriate fields within a call center environment. The assessment measures accuracy as well as speed. Also available: **Call Center Basic Simulation - Untimed**

## **Call Center General Terms**

This assessment measures the candidate's ability to listen and to accurately spell standard English terms.

## **Call Center Sales**

This test includes questions on topics such as sales strategies, features vs. benefits, needs vs. desires, closing a sale as well as effective sales techniques.

## **Call Center Service**

This test includes questions on topics such as how best to deal with dissatisfied customers, proper telephone skills as well as Call Center Service techniques.

## **CallCenterPro**

This multifaceted tool can be used to help identify the best candidates for call center jobs, assess an individual's suitability for specific types of call center work, help incumbents to improve their performance, and assess the potential for work as a team leader or manager. The CallCenterPro reports on the following scales: Prediction of Sales Potential • Business Development • Approach to Client • Need for Script/Structure • Managing Rejection • People Person • Detail Orientation • Overall Attitude

## **Call Center Sales Scenarios**

This test places a candidate in a simulation of a call center sales environment and asks the candidate to interact with contacts and prospects at different stages of the sales cycle (prospecting, information gathering/controlling the sale, dealing with objections and closing).

## **Coding**

Examinees are asked to select the correct button on a telephone from a list of extensions, area codes, country codes and departments.

## **Collections Scenario**

This test is a four-call scenario assessment within a simulated environment. The test contains two inbound calls and two outbound calls. The candidate is measured on the following abilities: debt recovery, anger handling, problem solving, navigation, and customer service.

## **Contact Center Retention Predictor**

This is a measure of background, experiences, attitudes, judgments, and opinions that are associated with job tenure in entry-level contact center positions. It is designed to assess a variety of factors affecting retention that are independent of job performance.

## **Contact Center Scenario – Untimed**

This assessment measures the candidate's ability for customer service orientation, to handle an angry caller, to solve customer service problems, to build rapport with the caller, and to use a basic computer interface.

**Contact Center Virtual Scenario**

This is for entry-level positions in a contact center environment. Sample tasks for these jobs include: Interact with customers on the phone to provide information, take orders, and solve product or service issues; respond positively to difficult or irate customers; navigate within multiple open applications to find and view customer account details; and type information quickly and accurately. Potential job titles that use this solution are: Call Center Representative, Contact Center Representative, Customer Service Agent, and Customer Service Representative.

**Customer Care Simulation**

The assessment measures the candidate's ability to enter a caller's information into the appropriate fields within a call center environment. The assessment measures accuracy as well as speed.

**The Customer Relationship Management (CRM) Navigation**

This test assesses candidate interactions within a real-world desktop environment by providing a workspace that simulates multiple customer service based applications running on a Windows XP desktop. This test measures the candidate's ability to minimize, maximize, and resize application windows, navigate and select items within open applications and tabbed windows, toggle between multiple screens, copy and paste data, type text accurately, edit typed text, and use multiple applications to search for and associate information.

**Customer Service**

Questions covering such topics such as dealing with angry and waiting customers, customer and company errors, reading body language and effective sales techniques.

**Data Analysis**

Examinees are shown various price charts and asked to determine which price would be charged for different scenarios.

**Data Entry - Call Center (Audio)**

Listening to a simulated marketing call, examinees are asked to type the required information into an on-screen form.

**Data Entry - Sales (Leads)**

The applicant is asked to type details from a business card into an on-screen form.

**Data Entry - Sales (Orders)**

The applicant is asked to type information from a sales order into an on-screen form.

**Data Entry – Standard (Audio)**

Examinees enter data into online forms from audio input.

**Employee Screening Questionnaire-2 (ESQ2)**

This is a personality-based selection assessment that examines a job candidate's work ethic and dependability. It predicts future job performance including an applicant's probable job commitment, risk of engaging in counterproductive work behaviors, and the propensity for positive work behaviors. The ESQ2 was designed to reduce the tendency to "fake good" through its innovative use of a forced-choice format. It is designed to reduce turnover, theft, and absenteeism by eliminating high-risk applicants. The Employee Screening Questionnaire measures: Customer Service • Productivity • Accuracy • Commitment and Job Satisfaction • Promotability • Alcohol and Substance Abuse • Unauthorized Sick Days • Driving Delinquency • Lateness • Loafing • Sabotage or Production or Property • Safety Infractions • Theft • Risk of Counterproductive Behavior • Overall Hiring Recommendation

**Postal Codes (Audio)** - Listening to an audio tape, examinees are asked to enter the abbreviated names for US States, US Territories and Canadian Provinces.

**Spelling - (Audio)** - Listening to an audio tape, examinees are asked to type the correct spelling for various words.

**TalentScout - Call Center** - This instrument assesses customer service orientation, speed and accuracy of audio data entry, and how well a candidate performs in various customer service scenarios. It is based upon a computer adaptive testing strategy in which the difficulty of items presented to a candidate is adjusted based upon responses to prior items. This leads to an efficient testing experience and a rapid determination of a candidate's performance level. The Audio Data Entry section requires the candidate to type words and numbers based upon auditory input while the Call Center Service section is a computer-based simulation of tasks commonly required of call center personnel. The TalentScout - Call Center Measures: Service Ability • Audio Data Entry • Call Center Service • Overall Performance

**Telemarketing Skills** - This multiple choice test measures an examinee's knowledge of customer service, features and benefits, needs versus desires, sales strategy and closing techniques.

**Telephone Message Taking** - Examinees see a telephone message displayed briefly and are then asked 5 questions relating to the message.

**Telephone Skills** - This test contains questions relating to basic telephone techniques, manners, judgment and discretion as well as message taking.

**Telephone Skills (2)** – This test includes questions on topics such as holding and forwarding calls, taking and leaving messages, telephone etiquette as well as telephone terminology.

Also Available:

**Call Center Banking Scenarios**

**Data Entry – Checks**

**Data Entry – Decimals**

**Spelling – Geography**

**Spelling - International Geography (Audio)**

**Spelling - US Geography (Audio)**

# Career & Job Search Inventories

## *Identify career interests and preferences using an inventory assessment.*

### **Barriers to Employment Success Inventory, Third Edition (BESI)**

The BESI is a self-assessment tool that helps an individual to identify barriers and challenges to obtaining and succeeding on a job. It provides a fast and effective way to identify those persons who need immediate intervention or special assistance, uncovers barriers that may be missed in conventional screenings, and helps test-takers to identify their problems and develop action plans to overcome them. It assesses the following factors which may act as barriers to employment: Personal · Career Planning · Education and Training · Physical and Psychological · Job Seeking Skills

### **Career Assessment Inventory – Enhanced Version**

This assessment compares an individual's occupational interests to those of individuals in 111 specific careers that reflect a broad range of technical and professional positions in today's workforce. The inventory is used by guidance counselors to help students and adults develop career and study plans, and by psychologists and human resource professionals to advise individuals on career development.



### **Career Exploration Inventory, Third Edition (CEI)**

This is a self-assessment career-planning tool that helps individuals to explore their goals for work, leisure, and education. The test taker rates on whether they like or would like to engage in the listed activity. The CEI is a powerful career and leisure exploration tool useful for a wide range of audiences and applications. It assesses an individual's patterns of interest. It reports on the following interest clusters: Agriculture and Natural Resources · Architecture and Construction · Arts and Communication · Business and Administration · Education and Training · Finance and Insurance · Government and Public Administration · Health Science · Hospitality, Tourism, and Recreation · Human Service · Information Technology · Law and Public Safety · Manufacturing · Retail and Wholesale Sales and Service · Scientific Research, Engineering, and Mathematics · Transportation, Distribution, and Logistics

### **Career Orientation Inventory (COI)**

The COI is a tool based upon John Holland's well-known RIASEC model of occupational themes. Test takers are asked to rate themselves on a series of 20 clusters of three words by identifying those which are most and least descriptive of themselves. It first identifies an individual's work preferences and then generates a listing of the jobs and occupations that are most consistent with them. The COI is appropriate for a wide variety of job-seeking populations. It is particularly useful for job search seminars, vocational guidance settings, as well as for career exploration workshops. The COI provides a score for each of the six RIASEC factors:

- (R) Realistic
- (I) Investigative
- (A) Artistic
- (S) Social
- (E) Enterprising
- (C) Conventional

### ***Job Search Attitude Inventory (JSAI)***

This is a tool which provides a quick assessment of how motivated an individual is likely to be in seeking employment. The JSAI is particularly useful in identifying those individuals who are more likely to get a job in less time than others as well as those persons who will likely need a higher degree of extended attention in their job search. As a result, the JSAI can be used to guide the allocation of program resources and clarify the need and type of intervention that each job seeker requires. The JSAI is also well-suited as a program outcome measure when it is administered as a pre-test and post-test. The JSAI assesses an individual's attitudes on four factors critical to job seeking: Luck vs. Planning • Uninvolved vs. Involved • Help From Others vs. Self-Help • Passive vs. Active

### ***Job Search Knowledge Scale (JSKS)***

This is a self-assessment tool that determines how much an individual knows about looking for work. The JSKS also provides guidance on the job search methods and tips for finding work. It assesses an individual's knowledge of the following five areas of job search: Identifying Job Leads • Direct Application to Employers • Resumes and Cover Letters • Employment Interviews • Following Up

### ***Transition-to-Work Inventory (TWI)***

The TWI is a self-assessment career-exploration tool that links an individual's non-work activities to work and employment opportunities. Using 5 point scales, test takers rate their degree of interest in 84 non-work activity statements. Because of its focus upon leisure interests, the TWI can be particularly useful for persons with limited work experience as well as for adults needing a fresh perspective such as those who are seeking a new career or engaging in retirement planning. The TWI assesses an individual's patterns of non-work interest in 14 career interest groups: Arts, Entertainment, and Media • Plants and Animals • Mechanics, Installers, and Repairers • Transportation • Business Detail • Recreation, Travel, and Other Personal Services • General Management and Support • Science, Math, and Engineering • Law, Law Enforcement, and Public Safety • Construction, Mining, and Drilling • Industrial Production • Sales and Marketing • Education and Social Service • Medical and Health Services

# Computer Software & Simulations

*Determine your candidates' computer skills by choosing from a variety of software application assessments.*

## **ACT! 2000 for Users**

This test is intended to gauge the working knowledge of the test taker in using ACT! 2000. The test covers such topics as database fields, lookups, the use of reports, contacts, and preferences among several additional subject areas.

## **Adobe Acrobat**

This test is designed to assess the knowledge of test takers with the creation, editing, manipulation, distribution and printing of PDF documents. The topics covered include working with a PDF, toolbars, icon identification, security, and new features.

## **Adobe Dreamweaver**

This assessment focuses on a number of topics including layouts, interface, designing, coding and HTML, CSS, and Web site testing.

## **Adobe Illustrator**

This test is designed to assess an entry level test taker's ability to understand and use Illustrator. The assessment focuses on a number of topics including drawing and coloring, transformations, type, tools, pathfinders and effects, the document environment, and printing. The test taker will also be evaluated on the use of effective methods in the creation of vector graphics as well as the understanding of the software environment.

## **Adobe InDesign**

This test is designed to assess a test taker's ability to properly produce projects and documents for Web or print design by utilizing this program. With this in mind, the assessment presents questions that focus on a variety of topics that include colors, fonts and styles, tables, images and shapes, interactivity, layers, and page sizing.

## **AutoCAD**

This test evaluates a user's knowledge on a range of topics with an emphasis on the understanding and application of the various tools available and the functions they perform. Other areas include creating, manipulating, and altering objects, annotating, dimensioning, and plotting drawings, and using inquiry commands, layers, and the ribbon. This test is developed for candidates with a beginner to intermediate level of experience with the program.

## **Basic Computer Literacy**

This assessment evaluates a candidate's knowledge of general computer terms. It also determines a candidate's ability to manage files, work with a Windows operating system and application software, as well as access the Internet.



## **Corel Presentations**

This is a graphics application used to create overhead slides and computer-based presentations. The test assesses the user's ability to use common functions such as creating a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows.

## **Corel Quattro Pro**

This is a popular spreadsheet application that is produced by Corel. The test assesses the user's ability to create and develop a basic Quattro Pro workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet.

**Corel WordPerfect**

This test assesses the user's ability to create and develop a basic word processing document and a mail merge. It includes basic, intermediate and advanced level questions as well as tests mastery of the most commonly-used commands.

**Internet Explorer**

Test questions cover the most commonly used Microsoft Internet Explorer features such as customizing Internet Explorer, file management, browsing web pages and searching the internet.

**Microsoft Access**

Test questions include the most commonly used Microsoft Access features such as file management, Access forms, queries, reports, tables, as well as tools and automation.

**Microsoft Excel**

Test questions include the most commonly used Microsoft Excel features such as file management, editing, formatting, analysis, customizing Excel and Excel and the Internet.

**Microsoft FrontPage**

Test questions cover the most commonly used FrontPage features such as creating and modifying web sites, formatting web pages, inserting graphics and dynamic elements as well as managing and organizing web sites.

**Microsoft Outlook**

Test questions cover most commonly used Microsoft Outlook features such as managing contacts, sending and organizing emails, maintaining calendar entries and tasks.

**Microsoft PowerPoint**

Test questions cover the most commonly used Microsoft PowerPoint features such as file management, creating and editing presentations and slideshows, inserting and editing graphics as well as tools and automation.

**Microsoft Project**

Test questions cover the most important and frequently used features of Microsoft Project such as creating projects, adding tasks, resources, noting milestones, entering relationships, costs, status, and editing Gantt.

**Microsoft Publisher**

Test questions cover the most important and frequently used features of Microsoft Publisher such as creating and applying master pages, creating tables, picture frames and text boxes, embedding and updating pictures and converting and previewing for the web.

**Microsoft Word**

Test questions cover the most important and frequently used features of Microsoft Word such as file management, editing, formatting, printing, desktop publishing and customizing Word.

*See Page 37 for a listing of Information Technology assessments.*

# Health & Dental

*With so many diverse areas within the Health and Dental fields, we can help you determine your candidates' knowledge of terminology, symptoms, billing and coding.*

## **Chart Notes Transcription (Female or Male Voice)**

This assessment measures a candidate's ability to transcribe medical chart notes.

## **Consultation Report Transcription**

This assessment measures a candidate's ability to transcribe a medical consultation report.

## **Critical Care Scenarios Tests A & B**

These two tests measure how successfully examinees can apply critical care nursing knowledge and skills across a variety of disciplines including cardio-vascular, respiratory, neurological, abdominal, renal, endocrine, and hematologic systems, shock, legal/ethical issues, caring practice, diversity, and collaboration. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

## **Critical Care Tests A & B**

These two tests assess examinees' knowledge of critical care nursing, including cardio-vascular, respiratory, neurological, abdominal, renal, endocrine, and hematologic systems, shock, legal/ethical issues, caring practice, diversity, and collaboration. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

## **Dental Spelling (Multiple Choice or Short Answer)**

This assessment measures the candidate's ability to correctly spell words used in the Dental specialty.

## **Dental Surgery Billing and Coding**

This assessment measures the candidate's skill in determining codes for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

## **Dental Terminology**

This assessment measures the candidate's fundamental understanding of medical terms in the dental specialty.

## **Dosage Calculation Tests A & B**

This test measures examinees' ability to calculate dosages required for the directed administration of medications. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

## **Emergency Nursing Tests A & B**

These two tests assess examinees' knowledge of emergency nursing, including triage, patient assessment, a full range of systems disorders, transfer/transport, disaster, legal/ethical issues, research and education. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

## **Family Practice Billing & Coding ICD-9**

This assessment measures the candidate's skill in determining code for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission. Also available: **ICD-10-CM**

## **Family Practice Spelling (Multiple Choice or Short Answer)**

This assessment measures the candidate's ability to correctly spell words used in the Family Practice specialty.

## **Family Practice Terminology**

This assessment measures the candidate's fundamental understanding of medical terms used in the Family Practice specialty.

### **Finance - Insurance - Health**

Assesses a broad understanding of insurance issues including auto, business, health, life and property insurance.

### **First Aid Core Knowledge**

This test measures the candidate's knowledge of basic physical assessment and wound/illness treatment. Designed for all health care professionals, this test covers the following topics: Allergic Reactions, Bites/Stings, Blood Borne Pathogens, Cardiac First Aid, Electrical Injury, Exposure To Cold, Exposure To Heat, Fever, Initial Assessment, Poisoning, Respiratory First Aid, Shock, Stroke, and Trauma.

### **Healthcare-Employee Productivity Report (HEPR™)**

This is a brief and easy to use screening measure that helps to identify job applicants who have the potential to become highly productive staff members. It is designed for use in healthcare settings. It is comprised of behavioral and attitudinal items rated on 4-point scales and also "admissions" items that tap into the applicant's past behaviors. This test helps to identify those candidates most likely to perform their work at the highest and most efficient levels and to avoid engaging in counterproductive behaviors. An evaluation of Recommended, Qualified Recommended, and Not Recommended is offered on the following dimensions: Productivity Attitude • Social Behavior • Safety • Personal Achievements • Overall Evaluation

### **HIPAA**

This test assesses examinees understanding of national standard to protect the privacy of personal health information as specified in the US Health Insurance Portability and Accountability Act (HIPAA).

### **ICD-9 and CPT 4 Coding (Hospital)**

This test measures the candidate's knowledge within the 2006 content manuals of International Classification of Diseases, Current Procedural Terminology Coding and Health Care Financing Administrators Common Procedure Coding System. Designed for experienced medical office professionals in a hospital setting, but an average performer should pass this test. This test covers the following topics: CPT-4 and HCPCS Basics, Coding and IPPS, Coding and OPSS, ICD-9-CM Basics, Practice Coding-Inpatient, Practice Coding-Outpatient, Utilizing CPT-4 and HCPCS, and Utilizing ICD-9-CM.

### **ICD-9-CM Coding (with manual)**

This test allows examinees' knowledge of ICD-9-CM coding, including classification, forms, index, conventions and coding.

### **Labor & Delivery Nursing**

This test assesses examinees' knowledge of labor and delivery nursing, including Apgar scores, fetal positioning, labor stages, newborn norms and disorders, diagnostics, and delivery and post-delivery procedures.

### **Medical Abbreviations**

This test includes questions covering knowledge of standard medical and health insurance abbreviations.

### **Medical Billing**

This test measures the candidate's knowledge of medical billing procedures and regulations under the various health plans popular in the United States. Designed for experienced hospital administrators, this test covers the following topics: Electronic Claims, Managed Care, Medicaid and Medicare. Additionally, this test covers areas in Medical Terminology, Blue Cross/Blue Shield, and CHAMPUS.

### **Medical Billing (Entry Level)**

This test includes multiple-choice beginner questions on medical billings topics such as claims procedures, rejections and forms identification.

### **Medical Billing Forms**

This test includes questions covering standard health insurance billing forms in the United States.

### **Medical Coding (Standard)**

This test includes questions covering ICD-9-CM Coding.

### **Medical Secretary Test**

This test includes questions covering basic medical secretary knowledge and skills.

**Medical Transcription** - Examinees type a medical document that is read aloud.

### **Medical Shorthand**

Examinees transcribe into shorthand a document containing medical terminology that is read aloud, then type the document from their shorthand notes into the computer for automatic grading.

**Medical Spelling**

Examinees are asked to select the correct spelling of words specific to medical environments.

**Medical Typing Test**

This assessment tests typing speed and error rate while copying a text specific to medical environments.

**Medical Vocabulary**

The applicant is asked to select the correct meaning of words specific to medical environments.

**Medical Surgical Tests A & B**

These two tests assess examinees' knowledge of medical surgical nursing, including patient assessment, a full range of systems disorders, and pediatric, cancer, perioperative and geriatric nursing. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

**Medication Scenarios Tests A & B**

This test measures examinees' ability to perform standard calculations required for the directed administration of medications, as well as knowledge of safe and effective medication procedures. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

**Medical Office Skills**

This test measures the candidate's knowledge of the office skills involved in medical offices. Designed for office personnel, this test covers the following topics: General Knowledge, Operations, Facility Maintenance/Safety, Patient Charts/Medical Records, Collections, Billing, Insurance Coverage, Biomedical Waste, Medical Terminology, Employee Relations, and Ethics.

**Medical Terminology**

This test measures the candidate's knowledge of common medical terms, prefixes, and suffixes being used today. Designed for all health care professionals, this test covers the following topics: Anatomical Mapping, Cardiovascular System, Digestive System, Endocrine System/Lymphatic/Urinary Systems, Musculoskeletal System, Nervous System, Reproductive System, Respiratory System, and Specific Field-Related Terms/Etymology.

**Neonatal ICU Nursing Tests A & B**

These two tests assess examinees' knowledge of neonatal intensive care nursing, including fetal and extrauterine assessment and development, a full range of neonatal systems disorders, nutrition and feeding, and genetic and legal/ethical issues. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

**OBGYN Billing and Coding**

This assessment measures the candidate's skill in determining code for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

**OBGYN Spelling (Multiple Choice or Short Answer)**

This assessment measures the candidate's ability to correctly spell words used in the OBGYN specialty.

**OBGYN Terminology**

This assessment measures the candidate's fundamental understanding of medical terms used in the OBGYN specialty.

**Operation Report Transcription**

This assessment evaluates a candidate's ability to transcribe an operation report.

**Orthopedic Billing and Coding**

This assessment measures the candidate's skill in determining code for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

**Orthopedic Spelling (Multiple Choice or Short Answer)**

This assessment measures the candidate's ability to correctly spell words used in the Orthopedic specialty.

**Orthopedic Terminology**

This assessment measures the candidate's fundamental understanding of medical terms in the Orthopedic specialty.

### ***Pediatric Nursing Tests A & B***

These two tests assess examinees' knowledge of pediatric nursing, including childhood, infant, newborn, toddler, preschooler, school age and adolescent norms and disorders, a full range of systems disorders, disability and cultural issues. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

### ***Pediatric Billing and Coding***

This assessment measures the candidate's skill in determining code for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

### ***Pediatric Spelling (Multiple Choice or Short Answer)***

This assessment measures the candidate's ability to correctly spell words used in the Pediatric specialty.

### ***Pediatric Terminology***

This assessment measures the candidate's fundamental understanding of medical terms in the Pediatric specialty.

### ***Pharmaceutical Terminology***

This test measures the candidate's knowledge of the core terminology and concepts used within the pharmaceutical industry. Designed for all pharmaceutical professionals, this test covers the following topics: Prescriptions, Drug Classifications, Pharmacy Law, Pharmacy Calculations, and Pharmaceutical Preparations.

### ***Pharmacology Billing and Coding***

This assessment measures the candidate's skill in determining codes for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

### ***Pharmacology Spelling (Multiple Choice or Short Answer)***

This assessment measures the candidate's ability to correctly spell words used in the Pharmacology specialty.

### ***Pharmacology Terminology***

This assessment measures the candidate's fundamental understanding of medical terms used in Pharmacology.

### ***Psychiatric Nursing Tests A & B***

These two tests assess examinees' knowledge of psychiatric nursing, including diagnostics, early disorders, delirium, substances, schizophrenia; anxiety, sleep, somataform, dissociative, sexual, eating, and personality disorders; abuse factors, impulse control, psychotropic medications, and defense mechanisms. Two complete tests are included, allowing test administrators to test and retest or test more exhaustively.

### ***Surgery Billing and Coding***

This assessment measures the candidate's skill in determining code for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

### ***Surgery Spelling (Multiple Choice or Short Answer)***

This assessment measures the candidate's ability to correctly spell words used in the Surgery specialty.

### ***Surgery Terminology***

This assessment measures the candidate's fundamental understanding of medical terms in surgery.

**TalentScout - Medical Administration**

This test is designed to assess the skills associated with administrative positions in medical settings. These include medical office knowledge, medical office typing speed and accuracy, general word processing skills, and medical office service orientation. Portions of this assessment are based upon a computer adaptive testing strategy in which the difficulty of items presented to a candidate is adjusted based upon responses to prior items. This leads to an efficient testing experience and rapid determination of a candidate's level in each area. This test covers each of the following: Medical Office Knowledge • Typing Speed and Accuracy • Word Processing Skills • Service Ability • Overall Performance

**Vision Billing and Coding**

This assessment measures the candidate's skill in determining codes for diseases and injuries using the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM). The assessment also evaluates the candidate's knowledge and skill in coding using Current Procedural Terminology (CPT) and Medicare claims submission.

**Vision Spelling (Multiple Choice or Short Answer)**

This assessment measures the candidate's ability to correctly spell words used in the Vision specialty.

**Vision Terminology**

This assessment measures the candidate's fundamental understanding of medical terms in the vision specialty.

Additional Assessments Available:

**Cardiovascular**  
**Dental**  
**Endocrine**  
**Gastrointestinal**  
**Integumentary**  
**Medical Insurance**  
**Musculoskeletal**  
**Neurological**  
**Oncological**  
**Ophthalmological**  
**Otolaryngology**  
**Pediatric**  
**Pharmacological**  
**Prefixes and Suffixes**  
**Psychiatric**  
**Respiratory**  
**Urinogenital**

# Human Resources

*Are your Human Resource candidates and current employees well versed on the most recent requirements of the job? Let us help you find the answer.*

## **Behavioral Interviewing**

This test is designed for experienced human resources professionals and hiring managers. It measures the candidate's knowledge of basic concepts utilized in behavioral interviewing, an approach based on the assumption that past behavior predicts future behavior. The test covers the following topics: Analysis, Behavioral Interviewing Techniques, Behavioral Traits, Business Dynamics, Communication, Concern for Order and Quality, Forms, Information Seeking, Interview Process, Legal Obligations, Oral/Written Communication, and Situational Leadership.

## **Benefits and Eligibility**

An assessment on issues and regulations concerning benefits and eligibility, including questions on applicant screening, discrimination laws and compensation management.

Also available: **Benefits Quick Assessment**

## **Change Management**

This assessment measures the candidate's knowledge of conducting large-scale change in organizations. Designed for experienced managers and human resources professionals, this test covers the following topics: Analytical Skills, Change Management Skills, Change Planning Skills, Change Promotion Skills, Innovation Skills, and Interpersonal Skills

## **CPC Certification Prep**

An assessment to prepare a candidate for CPC certification, including questions on employee relationships, discrimination laws, applicant screening, the hiring process, contracts, case law regarding staffing issues, and other issues covered in the CPC curriculum.

## **CTS Certification Prep**

An assessment to prepare a candidate for CTS certification, including questions on employee relationships, discrimination laws, applicant screening, the hiring process, contracts, case law regarding staffing issues, and other issues covered in the CTS curriculum.

## **Diversity Awareness**

This test measures the candidate's knowledge of the issues around working in a diverse workplace. Designed for all employees, this test enables the candidate to demonstrate that he or she is knowledgeable about the benefits of a diverse workforce and the common areas where care must be shown to prevent misunderstandings due to differences in backgrounds, gender, and abilities. This test includes the following topics: Diversity in Organizations, Diversity: Concepts and Driving Forces, Managing for Diversity - Policies & Programs, Organizational Roles and Culture, and The Character of Diversity.

## **HIPAA (Privacy)**

This test measures the candidate's knowledge of HIPAA Standards for Privacy. Designed for all professionals who are affected by the HIPAA Standards for Privacy, this test covers the following topics: General Knowledge, Impacted Areas, Implementation, Interactions with External Parties, Regulatory Environment, and Workplace Privacy.

## **HIPAA (Security)**

This test measures the candidate's knowledge of compliance with the standards required by the Security and Electronic Signature Standards as they apply to HIPAA. Designed for healthcare professionals and focusing on non-technical as well as technical aspects of the HIPAA Standards for Security and Electronic Signatures, this test includes the following topics: Computer Mechanisms, Computer Models, General Knowledge, Implementation, Medical Records, Organization, Security Basics, and Setup.

## **HR Generalist**

An assessment covering general issues (including legal issues and hiring processes) for the HR professional, including questions on discrimination law, applicant screening, hiring processes, discrimination and benefits. Also available: **HR Generalist Quick Assessment**

**HR Legal**

An assessment covering legal issues in HR, including questions on discrimination law, hiring processes, contracts, and staffing industry case law.

Also available: **HR Legal Quick Assessment**

**Human Resources Concepts**

This test measures the candidate's knowledge of the core areas of Human Resources. Designed for human resource professionals and experienced managers, this test covers the following topics: Recruiting, Compensation, Benefits, Job Analysis, Labor Relations, Managing Employees, Occupational Safety and Health, Training and Development, and Strategic HR.

**Interviewing and Hiring Concepts**

This test measures the candidate's knowledge of the interviewing and hiring process. Designed for the typical employee and/or hiring manager, this test covers the following topics: Situational Interviews, Candidate Fit, Probing Skills, Types of Interviews, Legal Compliance, Behavioral Interviewing, Job Analysis, Behavior Traits, Interview Quality Control, and Screening.

**Interview and Screening**

An assessment covering issues and laws regarding the interview and screening process, including questions on applicant screening, hiring processes and discrimination.

**Also available:** Interviewing Quick Assessment

**Sexual Harassment Awareness**

This test measures the candidate's knowledge of issues that constitute sexual harassment in the workplace. Designed for all employees, this test allows the candidate to demonstrate his or her knowledge about sexual harassment issues. This test covers the following topics: Conduct of a Sexual Nature, Consequences of Sexual Harassment, Constructive Discharge, Harassment Complaint, Hostile Environment, Liability, Quid Pro Quo, Retaliation, Third-Party Harassment, Unwelcome Conduct, and Workplace Harassment.

**Temp Services Generalist**

An assessment covering operational and legal issues in a temporary staffing service, including questions on employee relationships, hiring processes, contracts, applicant screening and other topics.

Also available: **Temp Services Legal Quick Assessment**

**Temp Services Legal**

An assessment covering legal issues concerning hiring and employment in a temporary staffing service, including questions on employee relationships, discrimination law, hiring processes, standards and ethics, contracts and candidate screening.

**Temp Services Operations**

An assessment covering operational issues in a temporary staffing service, including questions on employee relationships, hiring processes, contracts, benefits, compensation and the hiring process.

Also available: **Operations Quick Assessment** and **Temp Services Quick Assessment**

**Training Delivery and Evaluation**

This test measures the candidate's knowledge of the training process from pre-training planning through post-training evaluation of results. Designed for experienced trainers and instructional designers, this test covers the following topics: Direct Laboratory Exercises, Instructing Slower and More Capable Learners, ISD Process Stages, Learning Styles, Lesson Plan Development, Managing Learning Environment, and Test Question Construction.

**Training Development**

This test measures the candidate's knowledge of developing and delivering training programs. Designed for experienced trainers, this test covers the following topics: Analysis Methods, Audience Analysis, Design Materials, Design Strategy, Develop Instructional Materials, General Knowledge, Media, Project Management Plan, Purpose of Training, Training Delivery, and Write Instructional Objectives.

**Workplace Fundamentals**

This test measures the candidate's knowledge of workplace basics. It covers the knowledge and skills needed to function in any type of workplace. This test is designed for anyone in the modern U.S. workforce and includes the following topics: Business Communication, Diversity, Employer Expectations, Human Resources, Legal Issues for Employees, Personal Development, Planning and Scheduling, and Security.

# Information Technology

*Measure skills by choosing from a number of specialized IT-related assessments.*

## **ACT! 2000 for Administrators**

This is a multipurpose contact database management system. Functions include record storage, retrieval, sorting, grouping, reporting as well as four methods of correspondence. This test is geared toward the ACT! 2000 administrator and is intended to gauge the skill level of such.

## **ACT! 2000 for Developers**

This test is intended to gauge the working knowledge of the test taker in developing ACT! 2000. The test covers such topics as database fields, layout design, automating ACT!, customizing ACT!, conducting queries and the use of templates.

## **Active Server Pages (ASP)**

The ASP test covers knowledge related to this technology such as: VBScript, Client-Side JavaScript, ASP Components, HTML, ANSI SQL, and Data Access. Knowledge of all of these areas is necessary for using ASP. This test is intended for programmers and developers who produce web-based applications in ASP. As a basic test, this tool is an accurate indicator of ASP-related knowledge.

## **Adobe Dreamweaver**

This assessment focuses on a number of topics including layouts, interface, designing, coding and HTML, CSS, and Web site testing.

## **Adobe Flash Professional**

This test is designed to access a test taker's abilities and skills as an Adobe Flash developer. With this in mind, the assessment presents questions that focus on a variety of topics that include fundamentals, setting up a Flash scene, motion tweens, movie clips and video, ActionScript and interactivity, and animation basics.

## **Cold Fusion**

This is a web authoring application, similar to Microsoft's Active Server Pages, and is usually used in conjunction with a database. Cold Fusion files are HTML pages with additional Cold Fusion commands to query or update the database. These additional commands are written in Cold Fusion Markup Language (CFML). When the page is requested by the user, the CFML commands are executed on the server and a "pure" HTML file is returned to the web browser. Cold Fusion can connect with any database that supports ODBC or OLE DB or one that has a native database driver.

## **Computer Technical Support**

This test measures the candidate's knowledge of how to set up and maintain a PC. Designed for technicians with hands-on experience, this test covers the following topics: Boot Problems, General Hardware Basics, General Hardware Identification and Requirements, I/O Basics, Motherboard, Operating Systems, Specific Hardware, Storage Devices, and Troubleshooting.

## **Crystal Reports**

This test covers concepts of setting tables, creating reports, grouping records, mapping data, formatting, and distributing reports using Crystal Reports. The test is appropriate for anyone who will use this software to create and disseminate reports from data stored in a larger, more powerful database such as Oracle or Sybase.

## **Desktop Publishing Theory**

This test measures the knowledge of concepts related to the pre-production processes involved in printing. Such topical areas include preparing color art, color theory, and proofing, among others.

## **E-Commerce Concepts**

This test measures the candidate's knowledge of e-commerce. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Backends, Business Models, E-Commerce Technology, General Understanding/Concepts, Personalization, Purchasing, Security, Taxation/Shipping, Technologies on the Horizon, and Types of E-commerce.

**Microsoft Office Help Desk**

This test is specifically for those in a help desk environment that will be supporting customers and clients who are using the Microsoft Office software. It focuses on the elements that are new and on technical and practical aspects that clients may inquire about. The software included on this test are Word, Excel, PowerPoint, Outlook, and Access.

**Network Security**

This test measures the candidate's knowledge of the technical issues involved in maintaining network security. Designed for experienced network administrators, this test covers the following topics: General Knowledge, Communications, Firewalls and Gateways, Intruder Management, and Intrusion Detection.

**Network Technical Support**

This test measures the candidate's knowledge of setup, configuration and maintenance of a local area network. Designed for technicians with hands on-experience, this test covers the following topics: Administration, Desktop Software, Hardware/Media, Internetworking, Support, and TCP/IP.

**PC Technical Support (Level 2.5)**

This test measures a candidate's ability to diagnose and troubleshoot common problems relating to the technical support of microcomputers. It covers Windows NT 4.0, Windows 2000, Windows XP, and Windows 98 operating systems including their installation, hardware and software configurations, networking and network diagnostic utilities, file systems, printing, hard disk and memory configurations, preventive maintenance, and troubleshooting procedures.

**Programmer/Analyst Aptitude**

This test measures candidate skills that are typically found in successful programmers and business analysts. It covers the following topics: Abstract Thinking, Analytical Reasoning, Attention to Detail, Mathematical Problem-Solving, and Process Mapping.

**SAS 9 - Data Analyst**

This assessment measures understanding of the structure and design of SAS programming, data sets, and basic reporting. It will reflect the taker's ability to access and manage SAS data, and summarize the data. The focus encompasses fundamental concepts and broad use of SAS across disciplines.

**Server Administration**

This test measures the candidate's ability to administer a server using any platform. Designed for experienced administrators, this test covers the following topics: disaster recovery, hardware, management process, network addressing and routing, optimization, security, storage, users and resources.

**Software Quality Assurance**

This test poses real world questions which aim at assessing pre-employment skill levels in software quality assurance and covers entire process of software development. Finding and preventing problems, adhering to standards and procedures, as well as monitoring and even improving upon the process regularly, are topics included herein. Additional topics include; core concepts, testing, requirements, project management, measurement, reviews, defect tracking, and configuration management.

**Software Testing**

This test aims at evaluating professional level candidates applying for positions in the Software Quality and Testing field. The test covers the subject areas that are essential for today's job market requirements: Software Life Circle, Testing technologies and methods, Test planning, Requirements analysis, Test procedure design, Test case design, Test debug and execute, Client-Server Testing, Web Testing, API Testing, Test result analysis / Bug reporting, Configuration Management.

**Web Applications Development**

This test measures a candidate's knowledge and skill level in using various Web applications to build and manage Web sites. It covers client browsers, Web TV, text presentation using HTML, XML, CSS, and PHP, scripting with JavaScript and VBScript, ActiveX objects, Java applets, shockwave/flash, application programming using Java, C++, Perl, and Visual Basic, CGI programming, ISAPI/NSAPI, and ASP, distributed computing components including J2EE, Corba, DCE and DCOM, application servers, firewalls and security methods, communication protocols, backend database components and connectivity, error handling, development tools, system integration, requirements verification, Web testing tools, resource requirements, domain name registration and Web hosting, ISPs, Web site maintenance, administrative tools, configuration management, site diagrams, and documentation requirements.

**Technical Help Desk**

This test measures the candidate's knowledge of core enduser problems using common office software in the Windows NT and Novell platforms. Designed for experienced help desk professionals, this test covers the following topics: Connectivity, Desktop Installation and Troubleshooting, Groupware, Internet Access, Network Printing, Network Protocols and Clients, Peer-to-Peer Networking, Using Server Resources, and Virus/Data Protection.

**Web Server Administration**

This test measures the candidate's knowledge of the key issues and concepts in administering a web server. It covers the following topics: Connectivity Issues, Data Integrity, General Knowledge, Monitoring, Planning, Protocols, Resource Access, Server Optimization, Server Security, and Troubleshooting.

**Web Services Concepts**

This test measures the candidate's knowledge of Web Services. Designed for experienced Web architects and software engineers, as well as application developers, this test includes the following topics: Application Design, Application Implementation, Architecture, Major Frameworks, Protocol/API Groups, Roles, Service Description and Discovery Layers, and Transport and XML Messaging Layers.

See Page 28 for a listing of  
Computer Software & Simulation assessments.

## Additional Available Assessments:

**.NET Framework**

Access Programming  
Active Server Pages  
AJAX  
Apache Web Server  
ASP.NET Development  
ASP/VBScript Development  
Assembly Language  
AutoCAD 14 Designers  
C# Programming  
C++ Programming  
Cascading Style Sheets  
CICS/COBAL  
COBAL II  
COBOL Programming  
Computer Electronics  
CSS  
Customer Requirements Analysis  
Data Modeling Concepts  
Data Warehousing Concepts  
DB2 Administration/Programming  
DB2 5.x DBA  
Disaster Recovery and Planning  
Dreamweaver  
Dynamic HTML  
Ethernet Networking  
Fiber Optics

**Firewall Administration Concepts**

Flash  
HTML Development  
Internet Fundamentals  
Internet Security Concepts  
Java Programming  
JavaScript Programming  
LAN/WAN Communications  
Linux Administration  
Lotus Notes  
Macintosh Technician  
Microsoft Exchange Server  
Microsoft Exchange Server Administration  
MySQL  
Network Administration  
Network Authentication  
Network Monitoring  
Network Security  
Network Security Basics  
Networking Concepts  
Object Oriented Analysis & Design Concepts (or OO Concepts/Design Patterns)  
Object Oriented Programming  
Oracle Designer/Development  
Oracle PL/SQL Programming

**PC Support Help Desk Technicians**

PeopleSoft Development  
PERL Programming  
PL/SQL  
PowerBuilder  
Programming Concepts  
Project Management for IT Professionals  
Relational Database Design (RDBMS)  
Ruby 1.8  
Software Business Analysis  
Software Configuration Management  
Software Quality Assurance  
Software Testing  
Sybase Developer  
SQL Server Administration/Development  
Structured Query Language (SQL)  
Systems Analysis  
Systems Management Server (SMS)  
TCP/IP Administration  
Transact SQL  
VBScript  
Visual Basic Programming  
Web Commerce Security  
Web Design Mastery  
Web Services Applications Engineering  
Wireless Network Technology  
XML Development/Concepts

# Leadership & Management

*Determine if your candidate possesses the management style and leadership ability to best fit your team.*

## **Change Management**

This assessment measures the candidate's knowledge of conducting large-scale change in organizations. Designed for experienced managers and human resources professionals, this test covers the following topics: Analytical Skills, Change Management Skills, Change Planning Skills, Change Promotion Skills, Innovation Skills, and Interpersonal Skills

## **DeMoulin Leadership Development Series (LDS)**

The LDS is designed to provide organizations with a viable source of information for individual and/or group evaluations to enhance managerial performance. The LDS is unique in that it provides a wide-ranging assessment of the managerial role and the leadership skills that are essential for success in today's competitive business market. Because of its developmental nature, the LDS is particularly well-suited for pre-employment screening, identifying potential managers within an organization, coaching, executive training courses, and management development programs. The LDS has three major components:

- Management Style Inventory - Analyzes leadership type
- Leadership Potential Scale - Analyzes leadership aptitude
- Leadership Skills Inventory - Analyzes specific leadership skills (Decision-Making • Delegating • Communicating • Listening • Managing Time • Implementing)

## **Devine Inventory/CoachBest**

This is a behavioral profiling instrument used by organizations interested in maximizing the potential of their employees. The CoachBest provides managers with customized feedback about the employee and presents a series of tools and suggestions about how to coach the individual to optimize his or her work behaviors and functioning. Suggestions about how to serve as an effective coach are also outlined. The CoachBest describes a test-taker's personality profile on a series of 33 behavioral and personality descriptors: Aggressiveness • Creativeness • Decisiveness • Listening • Initiative • Concentration • Sociability • Commitment • Conflict Management • Planning • Closure • Negotiating • Vitality • Self Responsibility • Response to Change • Communications • Intimacy/Closeness • Detail Mindedness • Instructiveness • Intensity • Mobility • Schedule Orientation • Goal Orientation • Competitiveness • Authority Relationships • Structure • Influence • Time Competency • Task Completion • Learning • Ego • Presentation Style • Emotional Composure

## **Hallmarks of Excellence® in Leadership**

Drawing from intensive research and analysis, this instrument analyzes a leader's pattern of competencies, personal traits, critical thinking skills and emotional intelligence and contrasts those results to performance attributes (the "DNA") of proven high performance executive leaders. The results reveal an individual's strengths and limitations related to leadership qualities essential to shape and to nurture an effective and enduring enterprise culture. Developers of the instrument have identified nine leadership competencies organized within a leadership model (mastering your core, forging the path and ensuring execution) that describe behaviors of extraordinary leaders. The individual hallmarks have been developed from instruments that measure competency-based leadership skills, personal traits, critical thinking skills and emotional intelligence factors. These leadership competencies are:

- Mastering Your Core: Values/Integrity • Emotional Maturity • Continuous Learning
- Forging The Path: Discernment/Decisiveness • Strategic Mindset • Effective Communication
- Ensuring Execution: Extraordinary Results • Energetic Team Building • Customer/Quality Orientation

**Leadership Opinion Questionnaire (LOQ)**

This tool provides insight into how they relate to their supervisees on two dimensions important for organizational and managerial behavior. The LOQ has an extensive research base and can be used for managerial development, workshops, as well as selection. It assesses two dimensions that are critical in supervisory leadership: Consideration: The extent to which a manager is likely to have job relationships with subordinates characterized by mutual trust, respect, and two-way communication. Structure: The degree to which a manager is likely to define and structure his or her own role and those of subordinates toward goal attainment.

**Management Development Questionnaire (MDQ)**

This tool assesses the skills and competencies of managers and professional staff. It is based upon extensive research exploring the skills required to be a successful manager in today's economy and business climate. Because of its unique feedback report, it is especially suited for coaching and training executives and managers. One major use of the MDQ is for staff development because it is designed to help managers better understand their strengths and weaknesses and identify areas for self-improvement. It can also be used to assess the self-perceptions of job candidates by providing feedback on those skills necessary for successful managerial performance. The competence model measures five global management competencies. Each competency can be broken down into four constituent components:  
*Managing Change:* Initiative • Risk Taking • Innovation • Flexibility and Adaptability  
*Planning and Organizing:* Analytical Thinking • Decision Making • Planning • Quality Focus  
*Interpersonal Skills:* Oral Communication • Sensitivity • Relationships • Teamwork  
*Results Orientation:* Achievement • Customer Focus • Business Awareness • Learning  
*Leadership:* Authority and Presence • Motivating Others • Developing People • Resilience

**Management Team Role-Indicator (MTR-i)** This is an instrument that applies the concept of Jungian type to team role functioning. As a result, MTR-i complements other Type Indicators by facilitating the comparison between an individual's innate psychological type and his or her work team role. It is particularly useful because of its linking of Psychological Type to team role and facilitating the exploration of potential differences between an individual's personality preferences and work persona. It assesses an individual's team role based upon his or her Psychological Type. Eight team roles are utilized: Curator • Innovator • Scientist • Crusader • Sculptor • Explorer • Conductor • Coach



**Managerial Values Profile (MVP)**

The MVP is an assessment that helps individuals to identify the values that guide their decisions and actions. The MVP is designed to help people to identify their own values as well as to understand how they may differ from or be similar to those of others. For teams, this can be very helpful for exploring differences that might underlie conflicts and other problems within the group. The MVP describes an individual's values orientation on the following dimensions: Utilitarianism • Individual Rights • Social Justice

### ***Managerial, Professional, and Technical Questionnaire (MPTQ)***

The MPTQ is suitable for use in selecting a wide range of managerial, professional, and technical positions. Rigorously validated against the on-the-job performance of current employees, this biodata assessment utilizes a job applicant's biographical data to predict job performance and identify individuals with the potential for high-level achievement. The MPTQ reports on the three following dimensions:

**Leadership and Drive for Results Index:** Targets the success attributes of leadership, initiative, problem solving, and communication.

**Innovation Index:** Targets three attributes (motivation, curiosity, and persistence) that have been demonstrated to predict technical innovation.

**Thinking, Analysis, and Solutions Index:** Provides an indication of how well an individual would score on a general mental ability test and is based upon the ability of biodata items to predict performance on a problem solving test that has been found to be a strong predictor of actual job performance in many criterion-related validation studies.

### ***Office Manager Skills***

Examinees are asked questions relating to managing staff, measuring employee performance and productivity, and recommending raises and promotions.

### ***Office Management***

This test measures the candidate's ability to manage a business office. Designed for experienced professionals, this test covers the following topics: Interpersonal Communication, Administration, Organization, Clerical, Technology, Human Resources, Finance, Training and Development, and Facility Management.

### ***Professional Employment Test***

The Professional Employment Test (PET) is designed to assess the cognitive abilities that are important for the successful performance of work behaviors in professional occupations. Questions on the PET focus upon data interpretation, reasoning, quantitative problem solving, and reading comprehension. The PET is intended for use in the selection of personnel for professional, administrative, and managerial occupations. This test assesses the following competencies: Verbal comprehension, quantitative problem solving, and reasoning.

Also available: ***Professional Employment Test – Short Form***

### ***Restaurant Manager Assessment Report***

This test has been specifically developed to assist in the identification of individuals who are well-suited for roles in food service management. It assesses a wide range of personal characteristics and qualities, including cognitive aptitude, that are vital for successful functioning as a restaurant manager. The Report is supplemented with a narrative explaining the results, individualized interview questions, and a review of possible developmental concerns if the applicant is to be hired. The Restaurant Manager Assessment Report assesses the following dimensions: Extroversion • Teamwork • Customer Service Orientation • Optimism • Openness to Change • Conscientiousness • Orderliness • Emotional Stability/Resilience • Assertive Leadership • Task Structuring • Managerial Human Relations • Intrinsic Motivation • Long Tenure Potential • Integrity • Work Drive • Overall Cognitive Ability

# Legal

## *Measure your candidates' basic legal knowledge.*

### **Bankruptcy Law**

This assessment measures a candidate's knowledge of bankruptcy law definitions, types of debt, and the types of bankruptcy. It also measures a candidate's knowledge of the bankruptcy law proceedings.

### **Contract Law**

This assessment measures a candidate's knowledge of contract elements and terms, as well as classification of contracts. It also tests a candidate's knowledge of types of discharges and damages associated with contract law.

### **Criminal Law**

This assessment evaluates a candidate's knowledge of basic criminal law terms and the types of crimes. It also tests a candidate's knowledge of the criminal law procedure.

### **General Law**

This assessment measures a candidate's knowledge of municipal, state, and federal court systems as well as the American legal system. This assessment also tests the candidate's knowledge of classifications of law.

### **Legal Shorthand (audio)**

Examinees transcribe into shorthand a legal document that is read aloud, then type the document from their shorthand notes into the computer for automatic grading.

### **Legal Research**

This assessment measures a candidate's knowledge of basic legal research. This assessment tests the candidate's ability to read and write legal citations, as well as decipher Shepard's citations.

### **Legal Spelling (Multiple Choice or Short Answer)**

This assessment measures the candidate's ability to correctly spell words in written communication.

### **Legal Terminology**

This assessment measures the candidate's ability to correctly identify words in written communication.

### **Legal Typing**

This assessment measures the candidate's speed and accuracy at typing a legal report. This typing test uses the following formula to determine the Net Words Per Minute score:  $\text{Net Words Per Minute} = \text{Gross Words Per Minute} - \text{Total Errors}$

### **Legal Vocabulary**

This assessment measures the candidate's ability to correctly identify words in written legal communication.

### **Litigation**

This assessment measures a candidate's knowledge of trial basics, trial and appellate procedures, and trial documents. This assessment also tests the candidate's knowledge of types of evidence as well as the principles of jurisdiction and venue.

### **Staffing - Temp Services Legal**

An assessment covering legal issues concerning hiring and employment in a temporary staffing service, including questions on employee relationships, discrimination law, hiring processes, standards and ethics, contracts and candidate screening.

Also available: **Staffing - Temp Services Legal Quick Assessment**

Additional Assessments Available:

**Commercial Law**

**Legal Documents**

**Labor Law**

**Legal Assistant**

**Medical Law**

**Paralegal**

**Property Law**

# Personality

*Identify candidates who have the characteristics and behaviors needed for the job using personality assessments.*

## **Applicant Risk Profiler (ARP)**

This is an instrument designed to predict problematic employee behavior such as engaging in workplace aggression or bringing drugs or weapons to work. The ARP helps employers to maintain a safe workplace by assessing a job candidate's potential for harmful behavior. It is especially appropriate for applicants who will interact with customers and co-workers or will be responsible for company property, merchandise, or money. The ARP provides a score and interpretation for each of the following: Integrity Scale · Illegal Drug Use Scale · Workplace Policy Compliance Scale · Workplace Aggression Scale · Total Applicant Risk Profiler Score

## **Barriers to Employment Success Inventory, Third Edition (BESI)**

This tool helps an individual to identify barriers and challenges to obtaining and succeeding on a job. It provides a fast and effective way to identify those persons who need immediate intervention or special assistance, uncovers barriers that may be missed in conventional screenings, and helps test-takers to identify their problems and develop action plans to overcome them. The BESI assesses the following factors which may act as barriers to employment: Personal · Career Planning · Education and Training · Physical and Psychological · Job Seeking Skills

## **CareerEthic Inventory: Pre-Employment Attitude Assessment**

This assessment measures the attitudes of prospective employees. It assesses whether an individual is likely to be disruptive in the workplace and enables employers to ascertain if an applicant is the best match for their organizational culture. It helps employers to identify individuals who will fit well within their type of organization. For example, an individual with high command and control attitudes would be a good match for a highly structured work environment whereas an applicant with high self-discipline may do well in a learning organization. The CEI measures: Warning Signal Attitudes: Justice Arbitration · Relationship Accounting · Deservedness  
Command-and-Control Attitudes: Respect for Authority · Risk Aversion · Respect for Tradition  
Learning Organization Attitudes: Empathy · Self-discipline · Reciprocity  
The CEI reports scores on each of these scales and provides a brief individualized narrative explaining the applicant's results.

## **Customer Service Profile Assessment**

This assessment was developed specifically to select employees for jobs with a heavy customer service component. The CSP overall score is positively correlated to all of the following important behaviors in customer service jobs: Passion for customer service · Communication · Sales ability · Quality work standards · Adaptability/resilience · Managing work and time · Energy · Applied continuous learning

### **Customer Service Skills Inventory**

The CSSI test helps identify individuals with skills, behaviors, and traits indicative of success in service-oriented positions. This test's items help assess whether applicants have a desire to help customers, understand and satisfy customers' needs, take responsibility for assisting customers, cooperate with co-workers, put forth extra job effort, and keep a reasonable balance between customer requests and company interests. Dimensions of Measurement:

*Pressure Tolerance:* Does not lose control in the face of adversity and pressure.

*Realistic Orientation:* Makes realistic appraisals of what is doable and what is not.

*Time Appraisal:* Accomplishes tasks within time constraints and deadlines.

*Independent Judgment:* Is not afraid of making decisions.

*Responsiveness:* Pays immediate attention to customer problems and concerns.

*Sensitivity:* Shows flexibility to accommodate others.

*Balanced Judgment:* Does not make extreme or radical decisions.

*Precision Orientation:* Is concerned with precision and details.

### **Devine Inventory/CoachBest**

This is a behavioral profiling instrument used by organizations interested in maximizing the potential of their employees. The CoachBest provides managers with customized feedback about the employee and presents a series of tools and suggestions about how to coach the individual to optimize his or her work behaviors and functioning. Suggestions about how to serve as an effective coach are also outlined. The CoachBest describes a test-taker's personality profile on a series of 33 behavioral and personality descriptors: Aggressiveness · Creativeness · Decisiveness · Listening · Initiative · Concentration · Sociability · Commitment · Conflict Management · Planning · Closure · Negotiating · Vitality · Self Responsibility · Response to Change · Communications · Intimacy/Closeness · Detail Mindedness · Instructiveness · Intensity · Mobility · Schedule Orientation · Goal Orientation · Competitiveness · Authority Relationships · Structure · Influence · Time Competency · Task Completion · Learning · Ego · Presentation Style · Emotional Composure

### **Devine Inventory/SelectBest**

The Devine Inventory/SelectBest is a behavioral profiling instrument used by organizations interested in maximizing the potential of their employees. The instrument is designed for use in employee selection and promotion. The SelectBest describes a test-taker's personality profile on series of 33 behavioral and personality descriptors: Aggressiveness · Creativeness · Decisiveness · Listening · Initiative · Concentration · Sociability · Commitment · Conflict Management · Planning · Closure · Negotiating · Vitality · Self Responsibility · Response to Change · Communications · Intimacy/Closeness · Detail Mindedness · Instructiveness · Intensity · Mobility · Schedule Orientation · Goal Orientation · Competitiveness · Authority Relationships · Structure · Influence · Time Competency · Task Completion · Learning · Ego · Presentation Style · Emotional Composure

### **Drive for Service Index**

This measures what is popularly described as the "hospitality gene" or an individual's disposition toward hospitality and service-mindedness. An individual's drive for service can be seen in the workplace through behaviors such as: Displaying an uplifting and positive attitude · Showing compassion and care for others · Voluntarily helping others who need it · Seeking out ways to make others feel comfortable · Demonstrating an energetic passion for service

It is comprised of three underlying content areas:

Agreeableness · Emotional resilience · Prosociality  
Specific examples of the performance behaviors the Drive for Service Index has been shown to predict include:  
Positive Spirit at Work · Helping Behavior · Hospitality · Respectful Behavior · Customer Service

### **Employee Productivity Report (EPR™)**

This is a brief and easy to use screening measure that helps to identify job applicants who have the potential to become highly productive staff members. The EPR™ is comprised of items that tap into the applicant's past behaviors. By assessing candidate attitudes and behaviors deemed to be the strongest predictors of future job performance, it helps to identify those candidates most likely to perform their work at the highest and most efficient levels and to avoid engaging in counterproductive behaviors. An evaluation is offered on the following dimensions: Productivity Attitude · Social Behavior · Safety · Personal Achievements · Overall Evaluation

**FOCUS 20**

FOCUS 20 measures the Big Five Factor scales and twenty facets of these factors:

*Extraversion:* Friendly · Outgoing · Assertive · Energetic

*Agreeableness:* Trusting · Genuine · Considerate ·

Unassuming

*Openness to Change:* Imaginative · Innovative · Rule-breaking · Adaptable

*Conscientiousness:* Competent · Organized · Achieving · Proactive

*Emotional Stability:* Relaxed · Contented · Self-assured · Resilient

Also Available: **FOCUS 5:S**, **FOCUS 8** and **FOCUS Creativity**

**Golden Personality Type Profiler™**

This uses Jung's Type Theory to unite Psychological Type, Temperament, Trait, and the empirically supported factor models of personality and generates one comprehensive survey and feedback report. Individuals respond to behavior-oriented questions, such as how one reacts to various situations. The GPTP uses Global Scales to generate a personality "type," while employing Facet Scales to demonstrate a person's individuality. In addition to assessing traditional personality "types," a number of identified personality traits are also examined. The following dimensions are reported: Extraverting-Introverting · Sensing-Intuiting · Thinking-Feeling · Organizing-Adapting · Tense-Calm

Also available: **The Golden Personality Type Profiler Team Report™**

**Gordon Personal Profile—Inventory**

Improve Hiring Success by Assessing Important Personality Competencies for Virtually all Jobs. Identify the degree to which your candidates possess the personality-based competencies necessary for success in your jobs. This inventory measures important and universal traits that can help you make the right hire for virtually any position within your organization. The GPP-I for Employment Selection measures: Assertiveness · Responsibility · Stress Tolerance · Sociability · Self-Confidence · Cautiousness · Original Thinking · Personal Relations · Vigor

**Hogan Personality Inventory**

This is a Five Factor personality assessment specifically designed for use in business settings. It provides a comprehensive, business-based assessment of personality that is specifically designed to predict occupational success and can be used for both selection or development. Specific applications include employability, individual assessment, selection, and individual development/coaching. The HPI was developed in the context of socio-analytic theory. The Hogan Personality Inventory (HPI) is comprised of the following scales:

*Primary Scales:* Adjustment · Ambition · Sociability · Interpersonal Sensitivity · Prudence · Inquisitive · Learning Approach

*Occupational Scales:* Service Orientation · Stress Tolerance · Reliability · Clerical Potential · Sales Potential · Managerial Potential

**IntegriView Applicant Review**

This questionnaire developed to evaluate the potential of job applicants for dishonesty and physical aggression. It is designed for individuals who are applying for "positions of trust," that is jobs which require employees to be honest and forthright and involve tasks such as handling money and goods or managing financial accounts. It is comprised of multiple choice and ranking items that tap into social attitudes, personal and past behavior, and future intentions. It assesses an individual's risk of being dishonest or physically aggressive in the workplace and an adjustment for faking is also included in the score calculation.

**Job Requirements Questionnaire (JRQ)**

The JRQ is a single or multi-rater job analysis instrument that helps to define the psychological and behavioral demands of a position. It is comprised of items rated on five-point scales by persons familiar with a position such as job incumbents, supervisors, or "job architects" for newly created positions. The JRQ is designed for integrated use with the New Workforce Inventory (NWI). The JRQ measures the following six major dimensions: Flexibility/Adaptability · Innovation · Conscientiousness · Teamwork · Openness to Learning · Customer Orientation

### **Job Stress Inventory (JSI)**

This is an instrument designed to assess perceived levels and sources of stress within an organization. The JSI can be used for the measurement of occupational stress at the individual, group, and organizational level. It is also suitable for use as a repeated measure in order to assess changes in perceived occupational stress over time. Customizations are available to support use of this instrument in a wide variety of group survey and research applications. The JSI assesses the following perceived workplace stressors: Physical Demands and Danger · Lack of Interpersonal Skills of Supervisor · Time Pressure · Lack of Competence of Others · Red Tape · Uncertainty · Lack of Interpersonal Skills of Others · Lack of Competence of Supervisor · Lack of Control · Overall Stress



### **Manchester Personality Questionnaire (MPQ14.2)**

This questionnaire is specifically designed to provide a comprehensive assessment of those key personality traits that are likely to have a high impact on work success. It is an occupational personality test that focuses on traits relevant to creative and innovative behavior. Creativity is an increasingly important factor to consider in areas such as recruitment, training, and coaching. It measures fourteen factors critical to work performance: Originality · Openness to change · Social Confidence · Communicativeness · Rationality · Conscientiousness · Decisiveness · Rule Consciousness · Assertiveness · Empathy · Independence · Competitiveness · Perfectionism · Apprehension

### **Motives, Values, Preferences Inventory (MVPI)**

This assesses a person's core values and identifies what a person wants to do rather than what a person may do in certain situations. It is useful for evaluating the fit between a person's values and an organization's culture. It is also designed to predict occupational success and job satisfaction. The MVPI assesses an individual's values on the following scales: Recognition · Power · Hedonism · Altruistic · Affiliation · Tradition · Security · Commerce · Aesthetics · Science

### **New Workforce Inventory (NWI)**

Revised - This is a personality inventory designed specifically for use as an employee selection and assessment tool. It provides a comprehensive picture of an individual's functioning in areas critical to success in a wide range of positions. It can be used as a stand-alone assessment or used as a position-matching tool in conjunction with its sister instrument, the Job Requirements Questionnaire (JRQ), a single or multi-rater job analysis tool that measures the same dimensions as the NWI. The NWI measures the following six major dimensions:

Flexibility/Adaptability · Innovation · Conscientiousness · Teamwork · Openness to Learning · Customer Orientation

Also available: **New Workforce Inventory (NWI) - (Short-Form Personal Report) – Revised**

**OPQ32**

This is a occupationally-based personality inventory that describes an individual's preferred or typical behavioral style at work. It is suitable for a broad range of applications including selection, training, career counseling, succession planning, and team building. The OPQ32 assesses 32 work-related dimensions within the following domains:  
 Relationships with People: Influence · Sociability · Empathy  
 Thinking Style: Analysis · Creativity and Change · Structure  
 Feelings and Emotion: Emotion · Dynamism  
 Versions available: **OPQ32i** and **OPQ32n**

**ORPHEUS**

It is designed as a general-purpose occupational personality test and intended for use in selection, recruitment, promotion, and development contexts. The ORPHEUS yields a "Big Five"-based profile supplemented by seven evaluative scales. These are additional measures designed to screen for ambiguous or inaccurate responding. Finally, it uses a correction factor to account for response style. As a result, it provides a rather unique source of information about an individual's strengths and weaknesses as well as preferences and style. The ORPHEUS assesses the Big Five dimensions labeled: Fellowship · Conformity · Detail · Authority · Emotion  
 Seven supplemental scales assess a person's strengths and weaknesses: Proficiency · Patience · Loyalty · Initiative · Work-orientation · Fair-mindedness · Disclosure  
 Four measures screen for ambiguous or inaccurate responding: Dissimulation · Despondency · Ambivalence · Inattention

**PASAT 2000 Questionnaire (PASAT 2000)**

This is a rigorously constructed questionnaire designed to assess the personality attributes that are vital to success in a sales environment. It focuses on the behaviors most closely related to sales performance and is based upon extensive research into those job tasks and behaviors critical to sales. The PASAT 2000 has eight main scales: Social Adjustment · Motivational Adjustment · Emotional Adjustment · Adaptability · Conscientiousness · Social Control · Emotional Stability · Self-Assurance  
 In addition, the PASAT 2000 has three additional scales designed to detect attempts to present false impressions: Attentive Distortion · Adaptive Distortion · Social Distortion

**PASS III – Net**

This is a pre-employment screening instrument that focuses upon character and work attitudes. It is designed to provide a risk-assessment of potential hires and facilitates the selection of top quality applicants. By minimizing personnel problems, its use can lead to decreased employee turnover and reductions in theft and fraud. The PASS III - Net measures work related attitudes on three dimensions:  
 Trustworthiness · Alienation/work ethic · Drugs and drinking

**Personal Competencies Inventory (PCI)**

The PCI provides information on an individual's abilities in several key areas ranging from strategizing to handling stress. Based on an emergent competency model, the PCI helps people to understand their strengths and weaknesses as well as to identify where they need to focus their career development efforts. It is designed as a training and development tool and is appropriate for use with people in professional, managerial, and supervisory positions. The PCI assesses the following competencies that are based on analyses of company competency frameworks and research findings on leadership and emotional intelligence: Strategy · Relationships · Innovation · Finance · Knowledge · Projects · Customers · Ethics · Motivation · Learning · Stress · Empathy · Communication

**Professional Communication Inventory**

This multi-rater instrument collects information about an athletic administrator or head coach's leadership skills from several individuals. The leader and each respondent complete a brief multiple-choice survey.

**QWIK-RELY**

This is a work attitude questionnaire that measures an applicant's work ethic. It focuses upon an applicant's attitudes about coming to work on time, coming to work every day as scheduled, showing initiative, and working the whole time while on the job. It also has a series of "admissions questions" which ask applicants about their past work behavior. It is designed to measure an applicant's potential reliability as an employee in hourly or non-exempt positions. QWIK-RELY is designed to provide information about a job applicant's attitude toward work on five factors:  
 Motivation to Distort · Attendance Attitude · Punctuality Attitude · Quality of Work Attitude · Overall Work Attitude

**ServiceFirst**

This is a pre-employment test that measures the customer service orientation of job applicants and predicts which applicants will deliver superior customer service. It assesses an individual's personal characteristics as they relate to service positions as well as how an applicant will handle various situations that arise with customers. It is well-suited for the selection of employees for customer service positions and has been used to successfully select job applicants for positions such as customer service representative, service technician, cashier, and receptionist. ServiceFirst reports on the following scales: Active · Polite · Helpful · Personalized · Total Score

**Service Relations Profile (SRP)**

The SRP assists hiring managers by identifying those candidates who exhibit strong interpersonal skills and who are willing to serve customers as well as cooperate with co-workers. By evaluating each candidate's attitudes and behaviors with regard to service relations, the SRP determines which candidates are the likeliest to be responsive and cooperative toward clients and fellow staff. The SRP measures a job candidate's attitudes across the following dimensions that are correlated with strong service relations: Valuing Interpersonal Relationships · Self-Restraint · Enjoying Helping Others · Optimism

**Six Factor Personality Questionnaire**

The SFPQ encompasses and extends the popular "Big Five" factors of personality and the characteristics underlying these factors. It is suitable for use in both business and clinical settings. The SFPQ assesses the following personality dimensions: Agreeableness · Extraversion · Independence · Industriousness · Methodicalness · Openness to Experience

**Taylor-Johnson Temperament Analysis**

The T-JTA assessment is designed to help clients develop awareness of personal characteristics that influence their relationships with others. This test covers the following personality traits: Nervous/Composed · Depressive/Light-Hearted · Active-Social/Quiet · Expressive-Responsive/Inhibited · Sympathetic/Indifferent · Subjective/Objective · Dominant/Submissive · Hostile/Tolerant · Self-Disciplined/Impulsive

**Time Management Practices Inventory (TMPI)**

The TMPI assesses an individual's time management skills. It helps individuals to identify their strengths and weaknesses in the areas of planning, prioritization, and task orientation. The TMPI is suitable for workshops on time management, work skills effectiveness training, as well as for self-study and improvement. The TMPI provides feedback on eight key factors related to effective time management: Setting Priorities · Planning · Taking Action · Resisting Involvement · Paperwork · Deadlines · Self-Confidence · Overall Time Management Skills

**Type Dynamics Indicator (TDI)**

The TDI is a questionnaire based on the notion of Jungian Psychological Type. It is designed to assess an individual's preference for one or the other sides of the four principal type scales, Extraversion-Introversion (EI), Sensing-Intuition (SN), Thinking-Feeling (TF) and Judging-Perception (JP). It is designed to provide insight into the test taker's preferences and provides a means platform for identifying strengths, discovering areas for personal growth, and exploring potential career directions.

Also Available: **Type Dynamics Indicator-IW (TDI-IW)** -

The "IW" (or "I wish") version of the TDI includes items examining the "ideal self," or "how I wish I were."

**Winning Profile Athlete Inventory (WPAI)**

The WPAI is an assessment tool specifically developed to aid in the selection, drafting, and development of athletes. It provides a quick "snapshot" of an athlete's level of mental toughness and conscientiousness. It provides an objective, standardized, and valid method of measuring the key psychological skills critical for athletic success. Several prominent professional and college sports organizations have benefited from the use of the WPAI. It identifies an athlete's potential strengths and weaknesses in the following critical areas: Competitiveness · Dependability · Commitment · Positive Attitude · Self Confidence · Lie Scale · Planning · Aggressiveness · Team Orientation · Willingness to Sacrifice Injury · Trust · Response Consistency Measure

**Work Personality Index Select (WPI Select)**

The WPI Select is a work-oriented personality inventory that assesses the personal characteristics and tendencies that influence an individual's job performance. By measuring personality traits that are related to work, the WPI Select helps to match the right person to the right job. It describes and identifies behaviors that predict work success. In doing so, it also clarifies the type of the position and work environment in which a person will best function. Work Personality Index Select assesses 17 personality traits that directly relate to work performance: Ambition · Initiative · Flexibility · Energy · Leadership · Persistence · Attention to Detail · Rule Following · Dependability · Teamwork · Concern for Others · Outgoing · Democratic · Innovation · Analytical Thinking · Self-Control · Stress Tolerance

**Work Profile Questionnaire-Emotional Intelligence Version (WPQei)**

The WPQei is designed to measure emotional intelligence, and examines this set of personal qualities and competencies within the context of work. It is well-suited for team building, training, and coaching situations. It is based on a conceptual model of emotional intelligence that has seven components. An overall score for emotional intelligence is generated in addition to a score on each of the seven competencies: Emotional Intelligence · Innovation · Self-awareness · Intuition · Emotions · Motivation · Empathy · Social Skills

**Workforce Effectiveness Index (WEI)**

The WEI is designed for hourly workers and developed specifically for jobs in call centers, food service, retail, customer service, healthcare, and other similar positions. The WEI provides objective information about a candidate's preferred or typical work style as it relates to successful job performance including factors such as attendance, turnover, work ethic, productivity, rule compliance, and theft. It is designed to measure and predict candidate strengths on the following key success factors common to most hourly jobs: Dependability and Work Quality · Interpersonal and Service Support · Counter-Productive Behavior · Retention/Turnover

**Watson-Glaser Critical Thinking Appraisal**

Improve your hiring decisions and identify high-potential employees accurately and efficiently. This assessment measures overall critical thinking capability, based on an individual's ability to: Make Accurate Inferences · Recognize Assumptions · Properly Deduce · Interpret Information · Evaluate Arguments

“I would recommend the FVTC Assessment services as one more tool in helping to select suitable candidates for open position or advancement opportunities.”

David J. Mogan, PHR  
Green Bay Packaging Inc.  
Human Resources Manager

# Sales, Marketing & Customer Service

*Find the right candidate to meet all of your customers' needs with the help of FVTC's Assessment Specialists.*

## **Call Center – Sales**

This test includes questions on topics such as sales strategies, features vs. benefits, needs vs. desires, closing a sale as well as effective sales techniques.

## **Call Center Sales Scenarios**

This test places a candidate in a simulation of a call center sales environment and asks the candidate to interact with contacts and prospects at different stages of the sales cycle (prospecting, information gathering/controlling the sale, dealing with objections and closing).

## **Career Automotive Retailing Scale (CARS)**

This instrument predicts sales performance in automobile dealerships. In addition to guiding personnel selection, it provides an estimate of the projected number of the units sold per month as well as a New Car versus Used Car placement recommendation. While quick to administer, the CARS assessment provides vital information pertinent to the automotive sales industry as well as suggested individualized interview questions. It can also be used for the training and coaching of current employees, suggestions for improvement and development are also made. It is designed only for use in sales personnel selection and training. The CARS Report provides the following indices and information: Projected Units Sold • Overall Estimated Performance • New vs. Used Car Recommendation • Behavioral Tendencies • Suggested Interview Questions • Areas for Development and Improvement

## **Customer Service**

Questions include topics such as how best to deal with dissatisfied customers, proper telephone skills as well as Customer Service techniques.

## **Customer Service Skills Inventory**

The CSSI test helps identify individuals with skills, behaviors, and traits indicative of success in service-oriented positions. This test's items help assess whether applicants have a desire to help customers, understand and satisfy customers' needs, take responsibility for assisting customers, cooperate with co-workers, put forth extra job effort, and keep a reasonable balance between customer requests and company interests. Dimensions of Measurement:

*Pressure Tolerance:* Does not lose control in the face of adversity and pressure.

*Realistic Orientation:* Makes realistic appraisals of what is doable and what is not.

*Time Appraisal:* Accomplishes tasks within time constraints and deadlines.

*Independent Judgment:* Is not afraid of making decisions.

*Responsiveness:* Pays immediate attention to customer problems and concerns.

*Sensitivity:* Shows flexibility to accommodate others.

*Balanced Judgment:* Does not make extreme or radical decisions.

*Precision Orientation:* Is concerned with precision and details.

## **Customer Service Profile Assessment**

This assessment was developed specifically to select employees for jobs with a heavy customer service component. The CSP overall score is positively correlated to all of the following important behaviors in customer service jobs: Passion for customer service • Communication • Sales ability • Quality work standards • Adaptability/resilience • Managing work and time • Energy • Applied continuous learning

## **Data Entry - Sales (Leads)**

The applicant is asked to type details from a business card into an on-screen form.

## **Data Entry - Sales (Orders)**

The applicant is asked to type information from a sales order into an on-screen form.

## **Employee Teamwork**

Questions cover the ability to work cooperatively with other employees and administrators.

**Identity – Sales**

This instrument measures critical factors in sales such as ambition, self confidence, and reliability. It helps employers to identify job candidates with the ability to persuade prospects and existing customers to purchase products and services. This assessment measures: Assertiveness • Competitive Drive • Self Confidence • Stress Management • Candidness • Overall Predicted Performance  
Individualized interview questions are also provided based upon the candidate's test performance.

**Inventory Coding**

Questions cover the ability to perform standard inventory coding.

**Inventory Sorting**

Questions cover the ability to perform standard inventory sorting.

**Learning Products**

Questions cover the ability to learn new product features, prices and selling points.

**PASAT 2000 Questionnaire (PASAT 2000)**

This is a rigorously constructed questionnaire designed to assess the personality attributes that are vital to success in a sales environment. It focuses on the behaviors most closely related to sales performance and is based upon extensive research into those job tasks and behaviors critical to sales. The PASAT 2000 has eight main scales: Social Adjustment · Motivational Adjustment · Emotional Adjustment · Adaptability · Conscientiousness · Social Control · Emotional Stability · Self-Assurance  
In addition, the PASAT 2000 has three additional scales designed to detect attempts to present false impressions: Attentive Distortion · Adaptive Distortion · Social Distortion

**Restaurant Manager Assessment Report**

This test has been specifically developed to assist in the identification of individuals who are well-suited for roles in food service management. It assesses a wide range of personal characteristics and qualities, including cognitive aptitude, that are vital for successful functioning as a restaurant manager. The Report is supplemented with a narrative explaining the results, individualized interview questions, and a review of possible developmental concerns if the applicant is to be hired. The Restaurant Manager Assessment Report assesses the following dimensions: Extroversion • Teamwork • Customer Service Orientation • Optimism • Openness to Change • Conscientiousness • Orderliness • Emotional Stability/Resilience • Assertive Leadership • Task Structuring • Managerial Human Relations • Intrinsic Motivation • Long Tenure Potential • Integrity • Work Drive • Overall Cognitive Ability

**Retail Math**

Questions cover the ability to perform basic math related to retail sales.

**Retail Reading**

Questions cover the ability to read and comprehend retail literature.

**Retail/Sales Customer Service**

Questions cover topics such as dealing with angry and waiting customers, customer and company errors, reading body language and effective sales techniques.

**Sales Achievement Predictor (SalesAP)**

SalesAP measures traits critical to sales success and in related fields such as customer service, sales management, marketing, and public relations. Designed for both selection and training, the SalesAP Report provides information in a variety of domains related to a sales position including Sales Success, Motivation & Achievement, Work Strengths, Interpersonal Strengths, and Inner Resources. The report shows the individual's percentile rank on the following scales: Overall Recommendation • Sales Disposition • Managerial Style • Initiative/Cold Calling • Sales Closing • Customer Service/Inside Sales • Achievement • Motivation • Competitiveness • Goal Orientation • Planning • Initiative • Teamwork • Managerial • Assertiveness • Personal Diplomacy • Extroversion • Cooperativeness • Relaxed Style • Patience • Self-Confidence

### **Sales Development Survey**

This instrument focuses upon sales skills. The SDS is a unique 360° multi-rater instrument for the development of sales professionals. The SDS measures an individual's skills on 11 competency sets related to sales: Verbal/written communication listening skills/presentation skills • Timeliness • Handling concerns integrity/image personal initiative • Developing Partnerships • Product/market knowledge timeliness customer service • Presentation Skills • Problem solving/creativity developing partnerships • Personal Initiative • Listening Skills • Customer Service • Integrity/Image



### **Sales Potential Inventory (SPI)**

This is a tool that helps to assess an individual's ability to become an effective sales professional. It has a Deception Scale that helps to detect individuals who present themselves in an overly favorable fashion. It focuses upon a sales applicant's ability to convert prospects to customers, cope with rejection, and manage challenging customers. The SPI is designed to help select top sales performers and is ideal for retail, telemarketing, and outside sales positions.

### **Service Ability Inventory (SAI)**

This test is designed to select applicants for service-oriented jobs and measures an individual's attitudes about providing quality customer service. A Deception Scale is also included that helps to detect individuals who present themselves in an overly favorable fashion. It assesses an applicant's service orientation, team and interpersonal skills, patience, tolerance for stress, and coping skills. As a result, the SAI is well-suited for jobs involving in-person or telephone customer interaction as well as for administrative and internal support positions that provide services within an organization.

### **ServiceFirst**

This is a pre-employment test that measures the customer service orientation of job applicants and predicts which applicants will deliver superior customer service. It assesses an individual's personal characteristics as they relate to service positions as well as how an applicant will handle various situations that arise with customers. It is well-suited for the selection of employees for customer service positions and has been used to successfully select job applicants for positions such as customer service representative, service technician, cashier, and receptionist. ServiceFirst reports on the following scales: Active • Polite • Helpful • Personalized • Total Score

### **Sales & Promotion**

Questions cover topics such as sales and promotion techniques.

### **Store Security**

Questions cover topics such as shoplifting and inventory loss prevention.

### **Telemarketing Skills**

This multiple choice test measures an examinee's knowledge of customer service, features and benefits, needs versus desires, sales strategy and closing techniques.

# Trades Assessments

*Recognizing high-performance when hiring or promoting for your manufacturing or trade organization starts with assessment.*

## **Air Conditioning Specialist**

This test is designed to test knowledge and skill in the area of air conditioning. Categories tested include: Print Reading • Controls • Mechanical Maintenance • Combustion • Electrical • Welding • Machines and Equipment • Air Conditioning • Test Equipment • Piping and Plumbing • Heating and Ventilation • Refrigeration

## **Applied Power**

This test is an instrument that requires an individual to solve a series of logical problems. It assesses the ability to reason logically and analytically and does not depend on prior knowledge. The Applied Power Test is part of the Power and Performance Measures (PPM) series of tests.

## **Auto Technician**

This test is intended for use with applicants and incumbents for jobs where knowledge and skill in the area of automobile repair is a necessary part of job activities. Categories tested include: Electrical and Electronic Systems • Accessories, Mechanical Maintenance & Equipment Installation • Prints, Schematics & Diagrams • Welding, and Tools, Materials & Equipment • Power Transmission and Lubrication • Fuel Systems and Internal Combustion Engines • Cooling and Heating Systems, Inspection, Record Keeping, Mathematics & Environmental Concerns • Shop Machines

## **Bennett Mechanical Comprehension Test (BMCT)**

The BMCT is an assessment that measures an individual's aptitude to learn mechanical skills. Its items present simple, frequently encountered mechanisms and situations. It requires a working knowledge of basic mechanical operations and the application of physical laws. It focuses on spatial perception and tool knowledge rather than manual dexterity. It is especially well-suited for assessing job candidates for positions that require a grasp of the principles underlying the operation and repair of complex devices.

## **BldgTest**

This test is for use in selecting building maintenance candidates who have knowledge in the following areas: Electrical • Print Reading • Plumbing • HVAC • General Repairs • Carpentry • Painting • Masonry • Clerical, Records & Miscellaneous

## **Boilermaker**

This test was developed to measure the technical skills required by job applicants or incumbents for jobs where technical knowledge of boilers is a necessary part of job activity. It can be used for both pre-hire selection or assessment of training needs. The Boilermaker test consists of assessment of the following knowledge areas: Piping & Plumbing • Rigging • Welding, Burning, and Fabricating • Print Reading • Pneumatics • Furnaces, Boilers, & Heating Systems • Mathematics • Mechanical Maintenance • Tools, Materials, & Equipment • Towers & Reactors • Heat Exchangers & Reboilers

## **Bus Mechanic**

This is a journey-level test that measures the required knowledge and skills for bus mechanics. This test can be used for assessing job applicants or incumbents. Categories tested include: Diesel Engines & Power Trains • Injector Systems, Exhaust, & Emissions • Electrical Systems, Controls & Sensors • Brakes & Air Systems • Steering & Suspension • Body Structures, Passenger Safety & Comfort

## **Carpenter**

This test measures knowledge and skill in the carpentry area. Categories tested include: Framing, Walls and Floors • Concrete Work, Shoring and Surveying • Stairs, Scaffolds and Ladders • Print Reading and Mathematics • Finishing, Trim, Repair and Fabrication • Tools, Materials and Equipment

## **Cellular Technician**

This test is designed for testing cellular technicians. Categories tested include Mathematics • Schematics and Print Reading • Power Supplies • Basic AC/DC Theory • Test Instruments • Mechanical • Computers • Radios • Telecommunications

## **Chemical Reading**

This reading test contains passages related to chemicals at a 10.4 readability level.

**ChemTest**

This is a chemical knowledge test covering the following areas: Physical Knowledge • Acids, Bases & Salts • Compounds • Elements • Mechanical Principles • Gases & Fluids • Misc.

**CNC Operator**

This is a test designed to test the knowledge and skills of CNC operators. Categories tested include: General CNC Knowledge • Coordinate Systems • Interpolation • Tape Code and Program Structure • Tool Compensation • M-Codes • Operations

**Combined Basic Skills**

This assessment was developed to enable a quick evaluation of literacy and performance skills required in manufacturing and processing. Categories tested include: Reading • Arithmetic • Inspection and Measurement • Process Monitoring and Problem Solving Skills  
Also available: **Combined Basic Skills (Chemical Operator)**, **Combined Basic Skills (Custodial Services)** and **Combined Basic Skills (Food Industry)**

**Combustion Control Technician**

This test is designed to test mechanical knowledge and skills for combustion control technicians. Categories tested include: Electrical • Digital Electronics • Basic AC/DC Theory • Test Instruments • Mechanical • Computers & PLC • Control Concepts • Electronic Equipment • Combustion • Analog Electronics

**Construction (Carpenter/Painter/Sheeter)**

This test measures knowledge and skill in the construction area. It includes a supplemental diagram. It is designed to measure knowledge and skill of construction specifically related to carpentry, painting, and sheeting. This test measures the following areas: Framing • Walls and Floors • Stairs • Scaffolds and Ladders • Finishing and Trim • Repair and Fabrication • Concrete Work • Shoring and Surveying • Print Reading • Painting and Glass • Mathematics • Tools, Materials and Equipment • Sheet Metal • Riggin/Fabricating • Roofing

**DAT - Abstract Reasoning**

This is a non-verbal measure of reasoning ability. It involves the ability to think logically and to perceive relationships in abstract figure patterns. The Abstract Reasoning Test is part of the Differential Aptitude Tests (DAT for PCA) series of assessments.

**DAT - Language Usage**

This is an assessment designed to measure the ability to detect errors in grammar, punctuation, and capitalization. The items reflect present-day formal writing and the ability to use English properly. The Language Usage Test is part of the Differential Aptitude Tests (DAT for PCA) series of assessments.

**DAT - Mechanical Reasoning**

This test measures the ability to understand basic mechanical principles of machinery, tools, and motion. The items represent simple principles that involve reasoning rather than specialized knowledge or training. The Mechanical Reasoning Test is part of the Differential Aptitude Tests (DAT for PCA) series of assessments.

**DAT - Numerical Ability**

This is an assessment designed to test an individual's understanding of numerical relationships and facility in handling numerical concepts. It measures the ability to understand and work with ideas related to numbers. The Numerical Ability Test is part of the Differential Aptitude Tests (DAT for PCA) series of assessments.

**DAT - Space Relations**

This test measures the ability to visualize a three-dimensional object from a two-dimensional pattern and to visualize how this object would look if rotated in space. It assess the ability to "think in three dimensions." The Space Relations Test is part of the Differential Aptitude Tests (DAT for PCA) series of assessments.

**DAT - Verbal Reasoning**

This is an assessment designed to measure the ability to understand concepts framed in words. It measures the ability to find commonalities among different concepts and to manipulate ideas on an abstract level. It assesses both an individual's knowledge and abstract thinking ability. The Verbal Reasoning Test is part of the Differential Aptitude Tests (DAT for PCA) series of assessments.

**Drafter (CAD Operator)**

Use this assessment, designed in conjunction with CAD professionals, to simplify your search for new employees. Armed with the results of CAD knowledge, you'll be sure to choose the best candidate for your CAD operator position. Categories tested: Print Reading • Computer Aided Design

**ElecTest**

This test was designed to measure the electrical knowledge and skills required for electrical maintenance jobs. It is intended for use with applicants or incumbents for jobs where practical electrical knowledge and skill are necessary parts of maintenance job activities. This test was developed using content validation procedures using job experts to determine the most applicable items to the electrical maintenance job function. This test can be used where job functions match those in the following function areas: Motors • Digital & Analog • Schematics & Print Reading and Control Circuits • Basic AC/DC Theory and Electrical Maintenance • Computer & PLC and Test Instruments • Power Supplies • Power Distribution and Construction & Installation • Mechanical and Hand & Power Tools

**Electrical Aptitude Test**

This test was developed to measure a person's electrical aptitude in the areas of mathematics, electrical concepts, process flow, signal flow, electrical schematics, and electrical sequences. This assessment can be used to enable a quick evaluation of a person's electrical aptitude.

**Electrical Maintenance Trainee**

This test is for use in selecting electrical trainees with one year of training or experience in the field. Categories tested include: Motors • Digital & Analog Electronics • Schematics and Electrical Print Reading • Control • Power Supplies • Basic AC/DC Theory • Construction and Installation & Distribution • Test Instruments • Mechanical, Equipment Operation, & Hand and Power Tools • Computer & PLC • Electrical Maintenance

**Electrician (Chemical)**

This test is for use in selecting chemical electricians who have knowledge or experience in the following areas: Motors & Electrical Maintenance • Electronics, Instrumentation & Test Instruments • Schematics & Electrical Print Reading • Control Circuits • Power Supplies & Power Distribution • Basic AC/DC Theory • Mechanical & Hand and Power Tools • Construction & Installation and Mobile Equipment.

**ElectronTest**

This test is for use in selecting manufacturing or processing maintenance candidates. Categories tested include: Digital & Analog Electronics • AC/DC Theory • Schematics, & Print Reading • Power Supplies • Motors, Regulators, Electronic Equipment, & Power Distribution • Test Instruments • Computers & PLC

**Electrical Repair Apprentice Battery**

This is a basic skills test battery measuring 5 different areas:  
*Reading:* Measures an electrical apprentice's ability to read a passage and answer questions about the passage. The passages are related to basic electrical concepts and concepts that an electrical apprentice may be required to learn while on the job.

*Arithmetic:* Can be used to determine arithmetic skills that would be required of an electrical apprentice including addition, subtraction, multiplication of whole numbers and decimals, addition and subtraction of fractions and simple formulas.

*Electrical Print Reading:* Measures an electrical apprentice's ability to read mechanical and electrical drawings, prints, and schematics.

*Troubleshooting & Problem Solving:* Measures an electrical apprentice's ability to troubleshoot and problem solve.

*Basic Electricity:* Measures knowledge of basic electricity concepts that could be expected of an electrical apprentice. The 5 tests in this battery are more demanding of job knowledge than a basic skills battery, but less demanding than our Electrical Maintenance Trainee Test. Each test is sold separately.

**Forklift Operator**

This assessment measures a candidate's knowledge of forklift safety, operation, and maintenance.

**Hydraulics**

This test is designed to test knowledge and skill in the area of hydraulics. Categories tested include: Basic Knowledge • Maintenance • Troubleshooting.

**Industrial Reading Test**

Productivity and safety start with reading. Accurately and efficiently identify individuals with the ability to read and comprehend rules, regulations, and manuals. This test measures reading ability and comprehension with industry-relevant passages and questions. The higher the score, the greater the likelihood your candidate will: Successfully complete technical training and orientation programs • Understand rules and regulations designed to protect employees and ensure target quality and speed of manufacturing output • Repair products properly to reduce the frequency of service calls • Perform better overall

This test provides critical information when hiring: Service and Repair Technicians • Equipment Operators • Facility Maintenance Employees • Production Employees • Roles in Regulated Facilities • Skilled Trade Professionals • Apprentices

**Injection Molding**

The Injection Molding test was designed to measure knowledge and skill of the repair and maintenance of injection molding equipment. This test contains items in the following knowledge areas related to injection molding equipment: Electrical • Hydraulics • Pneumatics • Schematics & Print Reading • Computers and PLC • Power Transmission • Electrical Troubleshooting

**Inspection & Measurement**

This test is intended for use where candidates must be able to measure, inspect, and follow directions. Included are exercises in measuring objects, reading dials, determining differences and arranging items numerically and alpha-numerically.

**Instrument Technician**

This test is designed to test knowledge and skill in the instrument technician area, specifically for chemical. Categories tested include: Mathematics • Digital & Analog Electronics • Schematics & Electrical Print Reading • Process Control • Power Supplies • Basic AC/DC Theory • Test Instruments • Mechanical • Computers and PLC • Chemical Processes

**Instrument Test (Refinery)**

This test is for use in selecting instrument technicians who have knowledge in the following areas: Mathematics & Basic AC/DC Theory • Analog & Digital Electronics and Power Supplies • Schematics and Elec. Print Reading • Process Control • Test Instruments • Mechanical and Hand & Power Tools • Computers & PLC

**Ironworker**

This test was designed to test knowledge and skills for ironworkers. Categories tested include: Rigging • Welding, Burning & Heat-Treating • Layout, Cutting, Burning, Assembly & Fabrication • Mechanical Principles & Repair • Tools, Materials & Equipment • Mobile Equipment Operation • Shop Machines (Operations, Maintenance & Use) • Steel, Metals & Materials • Power Transmission • Print Reading • Lubrication

**Job Safety**

This test was developed to serve as a safety supplement to many other assessments. Categories tested include: Climbing Safety • Rigging Safety • Machine Safety • Electrical Safety • Industrial Safety

**Laboratory Technician**

This test is designed to test knowledge and skills in the laboratory of laboratory technicians, specifically in the manufacturing industry. Categories include: Chemical Processes • Mathematics • Inspection • Metallurgy

**Light Industrial Skills Test (LIST)**

This is an instrument based upon the requirements of a light industrial workforce. The LIST assesses both the skills of job applicants and their attitudes toward illegal drug use and reliability. Test questions examine math, reasoning, visual analysis skills and workplace attitudes. It evaluates the ability of job applicants to solve "common sense" problems, visualize defects in assembled items, reliably report to work, function with minimal supervision, and be trusted to maintain a safe working environment. As a result, it is well-suited for assessing applicants who will be performing light industrial duties in manufacturing, shipping, distribution, and warehouse environments. The LIST provides a percentile score and brief narrative description for each of these areas: Math and Reasoning • Inspection • Assembly • Reliability • Drug Use Attitudes • Total LIST Score

**Locomotive Repair**

This test measures maintenance repair knowledge and skills of locomotives. It contains items designed to measure knowledge and skill for the maintenance of locomotives at the journey-level. This test contains questions on the following items: Electrical • Pneumatics • Print Reading • Welding • Lubrication • Pumps & Piping • Rigging • Mechanical Maintenance & Equipment Installation • Shop Machines • Tools, Materials, & Equipment • Diesel Mechanics

**Manufacturing Operations Questionnaire (MOQ)**

The MOQ is suitable to select persons for non-professional roles in operations such as product manufacturing, packaging, and warehousing. It utilizes a job applicant's biographical data to predict job performance and identify individuals with the potential for high-level job performance. It targets the success attributes of conscientiousness, teamwork, initiative, and problem solving.

**Mechanical Aptitude Test**

This is a short measure of the ability to learn and perform production and maintenance job activities. Developed to assess mechanical aptitude, it is suitable for selection and measures the following knowledge areas: Household Objects · Work-Production and Maintenance · School-Science and Physics · Power Tools

**Mechanical Understanding**

This test is a performance instrument that assess an individual's understanding of basic mechanical principles. This assessment measures an individual's mechanical aptitude, but it is not greatly influenced by prior experience or training. The Mechanical Understanding Test is part of the Power and Performance Measures (PPM) series of tests.

**Machinist**

For use in selecting journey-level machinist candidates who have knowledge in the following areas: Heat Treating · Layout, Cutting, & Assembly · Print Reading; Steel, Metals, & Materials · Rigging · Mechanical Principles & Repair · Machine Tools · Tools, Material & Equipment · Machine Shop Lubrication

Also available: **Machinist Short Form**

**Maintenance Electrician (A or B)**

These tests are for use in selecting manufacturing or processing maintenance candidates who have knowledge in the following areas: Motors · Digital Electronics · Analog Electronics · Schematics & Print Reading · Control Circuits · Power Supplies · AC/DC Theory · Power Distribution · Test Instruments · Mechanical Maintenance · Computer & PLC · Hand & Power Tools · Electrical Maintenance · Construction & Installation

NOTE: Maintenance Electrician B is more difficult than our ElecTest and Maintenance Electrician A is more difficult than Maintenance Electrician B.

**Maintenance Technician (Test 1 or 2)**

These are technical tests measuring knowledge and skill in the maintenance area at the lowest level above journey-level (C). They were originally designed for a corrugated cardboard manufacturer and measure three maintenance technician levels. They contain questions in the following areas: Print Reading · Lubrication · Welding · Mechanical · Fluid Power · Machine Shop · Motors · Electrical · Rigging · Boilers and Steam · Plumbing · Pumps

**Maintenance Technician (Test 3 or 4)**

These are technical tests measuring knowledge and skill in the maintenance area at the above journey-level (B). They were originally designed for a corrugated cardboard manufacturer and measure three maintenance technician levels. They contain questions in the following areas: Print Reading · Lubrication · Welding · Mechanical · Fluid Power · Machine Shop · Motors · Electrical · Rigging · Boilers and Steam · Plumbing · Pumps

**Maintenance Technician (Test 5 or 6)**

These are technical tests measuring knowledge and skill in the maintenance area at the highest level above journey-level (A). They were originally designed for a corrugated cardboard manufacturer and measure three maintenance technician levels. They contains questions in the following areas: Print Reading · Welding · Mechanical · Fluid Power · Machine Shop · Motors · Electrical · Electronics · Computers and PLC

**MainTest**

This is a test that measures the practical mechanical and electrical knowledge of maintenance employees. Categories tested include: Hydraulics & Pneumatics · Welding · Power Transmission & Lubrication · Pumps · Piping & Rigging · Mechanical Maintenance · Shop Machines, Tools & Equipment · Combustion · Motors · Digital Electronics · Schematics & Print Reading · Control Circuits · Power Supplies · Basic AC/DC Theory · Power · Distribution · Test Instruments · Computers & PLC · Electrical Maintenance

### **Mechanic Evaluation (C, B or A)**

The C, B, and A Mechanic Evaluation tests are for use in selecting manufacturing or processing maintenance candidates who have knowledge in mechanical and electrical maintenance. NOTE: Each level progresses in difficulty, with A Mechanic Evaluation being the most advanced. Categories tested include: Print Reading • Mechanical • Electrical • Plumbing • Lubrication • Pneumatics • Rigging • Welding • Machine Shop • Heating, Ventilation, Air Conditioning

### **Mechanical Maintenance Trainee**

This test is for use in selecting mechanical maintenance trainees with one year of training or experience in 12 content areas. Categories tested include: Hydraulics • Pneumatics • Print Reading • Welding • Power Transmission • Lubrication • Pumps • Piping • Rigging • Maintenance • Shop Machines • Tools, Material & Equipment



### **Mechanical Repair Apprentice Battery**

This is a basic skills test battery measuring 5 different areas: *Reading*: Measures a mechanical apprentice's ability to read a passage and answer questions about the passage. The passages in this test are related to basic mechanical concepts and concepts that a mechanical apprentice may be required to learn while on the job.

*Arithmetic*: Can be used to determine arithmetic skills that would be required of a mechanical apprentice including addition, subtraction, multiplication, and division of whole numbers and decimals, and addition and subtraction of fractions and simple formulas.

*Measurement*: Assesses the ability to measure objects.

*Reading Prints & Drawings*: Measures a mechanical apprentice's ability to read mechanical prints and drawings.

*Basic Mechanical Knowledge*: Measures knowledge of basic mechanical concepts, such as tools and tool use that could be expected of a mechanical apprentice.

The 5 tests in this battery are more demanding of job knowledge than a basic skills battery, but less demanding than our Electrical Maintenance Trainee Test. Each test sold separately.

### **Mechanical Technician (C, B, or A)**

These tests are for use in selecting metals or manufacturing candidates who have knowledge or experience in the following areas: Hydraulics & Pneumatics • Print Reading • Welding & Rigging • Power Transmission & Lubrication • Mechanical Maintenance Principles • Pumps & Piping. Each level progresses in complexity, with Mechanical Technician A being the most advanced.

### **MecTest**

This test designed for use with applicants and incumbents to measure journey-level mechanical knowledge and skills required for maintenance jobs. It is most often used for repair or maintenance mechanics where mechanical knowledge and skills are a necessary part of job activities. Categories tested include: Hydraulics & Pneumatics • Print Reading • Welding & Rigging • Power Transmission • Lubrication • Pumps & Piping • Mechanical Maintenance • Machines, Tools, & Equipment

### **MIG Welding**

MIG Welding measures a candidate's knowledge of general welding information such as welding techniques and joint types, as well as, MIG welding variables, transfer mechanisms, and troubleshooting. It also tests a candidate's ability to interpret welding symbols.

**Millwright**

This test is used for selecting millwright candidates. Categories tested include: Hydraulics & Pneumatics • Burning & Fabrication • Print Reading • Power Transmission & Lubrication • Pumps & Piping • Rigging • Mechanical Maintenance • Shop Equipment & Tools • Materials & Equipment

**Mobile Equipment Mechanic**

This test is designed to test knowledge and skills of mobile equipment mechanics. Categories include: Electrical Systems • Pneumatics • Print Reading • Welding • Power Transmission • Lubrication • Pumps • Piping • Rigging • Mechanical Maintenance • Shop Machines • Tools, Materials and Equipment • Internal Combustion Engines • Hydraulics

**Multi-Craft Aptitude Test**

This test is the answer for companies selecting multi-craft apprentices or trainees. The test consists of questions relating to mechanical and electrical aptitude and is designed to measure the ability to learn and perform mechanical and electrical production and maintenance job activities. This test includes questions in the following categories:

*Mechanical Concepts:* Household Objects • Work (Production and Maintenance) • School (Science and Physics) • Hand and Power Tools

*Electrical Concepts:* Electrical Mathematics • Process Flow • Signal Flow • Electrical Sequences

**MultiCraft Trainee Test**

Developed for use with applicants or employees who have at least one year of mechanical and electrical training or experience. Categories tested include: Hydraulics & Pneumatics • Welding & Rigging • Power Transmission, Lubrication, Mechanical Maintenance, and Shop Machines, Tools, and Equipment • Pumps, Piping, & Combustion • Motors, Control Circuits, & Schematics and Print Reading • Digital Electronics, Power Supplies, Computers & PLC, and Test Instruments • Basic AC & DC Theory, Power Distribution, and Electrical Maintenance

**MultiCraftTest**

This test is for use in selecting maintenance employees who have knowledge in seven different craft areas: Hydraulics & Pneumatics • Welding and Rigging • Power Transmission, Lubrication, Mechanical Maintenance, & Shop Machines, and Tools & Equipment • Pumps, Piping and Combustion • Motors, Control Circuits, and Schematics & Print Reading • Digital Electronics, Power Supplies, Computers & PLC, and Test Instruments • Basic AC/DC Theory, Power Distribution, and Electrical Maintenance

**Operating Engineer**

This is a test of knowledge and skill in the operating engineer area. It measures the following knowledge areas: Process & Instrument Drawings • Boilers • Steam • Electrical • Combustion • Maintenance • Water Treatment • Pumps & Piping • Human/Machine Interface • Purified Water • Auxiliary Systems

**OSHA Safety Violations Test**

This test is designed to test knowledge of safety specifically related to OSHA safety and violations of OSHA safety. Categories tested include: Scaffolding • Fall Protection • Hazard Communication • Lockout/Tagout • Machine Guarding • Power Press • Mechanical Power • Electrical • Excavation • Machine Guarding (Abrasive Wheels)

**PipeTest**

This test is for use in selecting journey-level Plumbers & Pipefitters who have knowledge in the following areas: Piping, Plumbing, & Combustion • Pumps • Hydraulics • Pneumatics • Burning, Soldering & Fabrication • Print Reading • Rigging • Mathematics & Layout • Mechanical Maintenance and Tools, Materials & Equipment

**PLC Test**

This test was designed in response to many requests by maintenance managers for a measure of knowledge and skills in repair and maintenance using Programmable Logic Controllers (PLC's). Knowledge areas measured are: Ladder Logic • I/O Devices • Programs/Software • Systems • Troubleshooting

**Precision Measurement**

This test is designed to test the ability to measure, inspect, and follow directions. Categories tested include: Layout, Calculations, Figures and Formulas • Precision Measurement

### ***Pre-Print Reading***

This test contains items assessing skills in pre-print reading.

### ***PrinTest (Decimal or Fraction)***

For use in selecting entry-level production or maintenance employees where the reading of prints and drawings is required. Areas covered are: Views and Surfaces • Simple Drawings • Intermediate Drawings • Complicated Drawings

### ***Process Flow***

Developed to measure the ability to follow the flow of liquid or material through a chemical or industrial process, including reading gauges.

### ***Processing Speed***

This test is a speed test that assesses an individual's ability to recognize a stimulus and respond to it. It measures the ability to order and analyze data systematically in a time-efficient fashion. The Processing Speed Test is part of the Power and Performance Measures (PPM) series of tests.

### ***Process Monitoring***

In this test, the candidate answers job-related multiple-choice questions about monitoring and controlling a production process through the use of simulated dials and controls. This test measures employee characteristics that relate to effectively operating a machine and responding to instrument feedback within controlled limits. This test predicts job performance for entry-level employees within a production or manufacturing environment.

### ***Production Problem Solving***

In this test, the candidate answers job-related multiple-choice questions about performance in a manufacturing environment. It measures dimensions related to problem solving and practical decision-making skills, such as following instructions or evaluating product specifications. This test predicts job performance for entry-level employees within a production environment.

### ***Project Engineer***

This test is designed to test the knowledge and skills used by project engineers. Categories tested include: Project Management • Planning and Tracking • Network Planning and Scheduling • Budgeting and Resource Control • Mathematics • Chemistry • Economics • Electrical/Electronic • Mechanical • Materials • Civil/Structural

### ***Reading Electrical Drawings & Schematics***

This test measures ability to read electrical drawings and schematics. Categories tested include: Drawings and Schematics • Basic Electrical Symbols • Wiring Diagrams

### ***Refrigeration Mechanic***

This test is designed to test knowledge and skills related to refrigeration. Categories tested include: Print Reading • Lubrication • Welding, Burning, & Heat-Treating • Mechanical • Pneumatics • Shop Machines & Equipment • HVAC & Refrigeration

### ***Rough Carpentry***

The Rough Carpentry assessment measures a candidate's knowledge of floor, wall, and roof framing. It also tests the candidate's knowledge of wood joints and basic measurements used in carpentry.

### ***Ruler Measurement***

This assessment measures a candidate's ability to read an English unit ruler.

### ***Senior Maintenance Technician Millwright***

This test measures knowledge and skills in the millwright area above journey-level. It is designed to be more difficult than the Millwright test by measuring knowledge required by senior level millwrights. Areas measured include: Hydraulics • Pneumatics • Burning & Fabrication • Print Reading • Power Transmission • Lubrication • Pumps • Piping • Rigging • Mechanical Maintenance • Shop Equipment • Tool, Material, & Equipment

### ***Senior Maintenance Technician Pipefitter***

This test is designed to test knowledge and skills in the pipefitting area. Categories include: Piping and Plumbing • Pumps; Pneumatics • Burning, Soldering & Fabrication • Print Reading • Rigging • Mathematics • Mechanical Maintenance • Tools, Materials & Equipment

### ***Senior Maintenance Technician Welder***

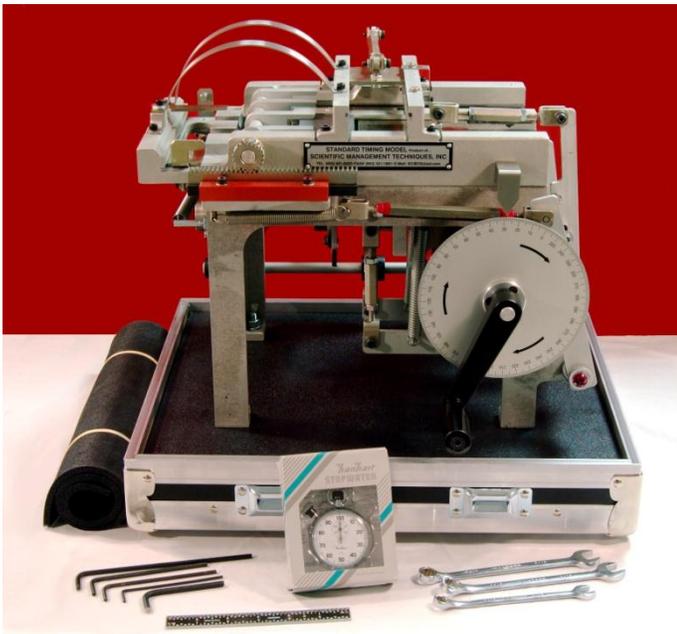
This test measures knowledge and skills in the welding area above journey-level. It is designed to be more difficult than the Welder test by measuring knowledge required by senior level welders. Areas measured include: Print Reading • Welder Processes • Types of Welds • Types of Joints • Welding Positions • Filler Materials • Processes Related to Welding • Welding Defects • Repair Welding & Surfacing • Tools, Machines, & Equipment • Rigging • Pipefitting

**Sheet Metal Worker**

This test is designed to test the knowledge and skill of sheet metal workers. Categories include: Layout and Fabrication • Hand & Power Tools • Fasteners • Ladders & Scaffolds • Metals • Rigging • Mathematics • Mechanical Principles & Repair • Print Reading • Welding, Cutting, & Burning

**Shop Math - Fractions and Decimals**

This tests a candidate's knowledge of basic addition, subtraction, multiplication, and division of fractions, as well as addition of decimals. It also tests the candidate's ability to convert fractions to decimals.

**Standard Timing Model**

The Standard Timing Model is a reasonably complex and ingenious mechanical device incorporating attributes which make it ideally adaptable to various uses related to the selection, evaluation and training of production equipment adjuster-mechanics. This provides a tangible mechanical procedure for determining, on a time basis, the candidate's capacity to perform against defined and predetermined standards. This method of selection will assure a sound basis for identifying those individuals who appear to possess a natural mechanical skill and ability to diagnose and correct machine malfunctions.

**Tool Knowledge & Use**

This test is designed to test knowledge of tools and their uses. Specifically applications of certain tools for certain jobs, and tool recognition, and proper use of tools.

**Tool Room Attendant**

This test is designed to test the knowledge and skills in the maintenance area required by tool room attendants. Categories include: Electrical • Hydraulics & Pneumatics • Print Reading • Tools, Materials & Equipment • Power Transmission • Pumps & Piping • Rigging • Maintenance Records • Mobile Equipment

**Toolmaker**

This test measures knowledge and skill in the toolmaker area. It is designed to measure the required knowledge and skills for a journey-level toolmaker. Areas measured include: Heat Treating • Layout & Assembly • Print Reading • Steels, Metals, and Materials • Rigging • Mechanical Principles & Repair • Machine Tools • Tools, Material & Equipment • Machine Shop Lubrication

**Trigonometry Test (CNC Mathematics)**

This test is designed to test knowledge of trigonometry. Categories tested include: Triangles • Angles • Pythagorean Theorem • Nomenclature • Sine and Cosine • Tangent and Cotangent • Miscellaneous

**Vehicle Mechanic**

This is a journey-level test that measures the required knowledge and skills for vehicle mechanics. It can be used for assessing job applicants or incumbents. Categories tested include: Diesel Engines & Power Trains • Injector Systems, Exhaust, & Emissions • Electrical Systems, Controls & Sensors • Brakes & Air Systems • Steering & Suspension

**Vibration Analysis**

This test is designed to test the knowledge and skills required for vibration analysis.

**Warehouse & Shipping Reading**

Designed to measure the ability to read, comprehend, and answer written questions based on a printed passage.

**Welder**

This test was developed to measure the technical skills required by job applicants or incumbents for jobs where technical knowledge of boilers is a necessary part of job activity. It can be used for both pre-hire selection or assessment of training needs. It assesses the following knowledge areas: Print Reading • Welding Processes • Types of Welds • Types of Joints • Welding Positions • Filler Metals • Processes Related to Welding • Welding Metals • Welding Defects • Repair Welding & Surfacing • Tools, Machines, & Equipment

**Welder, Repair & Maintenance**

This test measures knowledge and skill in the area of welding. Categories tested include: Print Reading • Welding Process • Types of Joints • Welding Positions • Filler Metals • Processes Related to Welding • Welding Metals • Welding Defects • Repair Welding & Surfacing • Tools, Machines, & Equipment

**WeldTest**

This test is for use in selecting journey-level welders who have knowledge in the following areas: Print Reading • Welding, Cutting Torch and Arc Air Cutting • Welder Maintenance & Operation • Tools, Machines, Materials & Equipment • Mobile Equipment & Rigging • Production Welding Calculations

**Wind Turbine Technician Test**

This test was developed to measure required knowledge and skills for the maintenance of Wind Turbines. Knowledge areas measured are: Wind Turbine Technology • Mechanical Maintenance • Hydraulics • Electrical Maintenance • Electronics

Additional Assessments Available:

- Fire and Personnel Safety**
- Hazardous Materials (HAZMAT) Handling**
- Warehouse and Industrial Vehicle Safety**
- Automotive**
- Industrial Mathematics**
- Machine Skill**
- Matching**
- Metalworking**
- Plumbing**
- Woodworking**
- Basic Math Skills, Count and Stack, Ruler, Safety, Shop Math, Units and Conversion**
- Light Industrial Language Skills**
- Pick and Pack**
- Shipping and Receiving**
- Count and Stack**

# Training & Meeting Space

## Fox Valley Technical College D.J. Bordini Center, Appleton

The D.J. Bordini Center is a professional educational facility that provides the perfect setting for your next business meeting or company training! For more information, visit us on the web at [www.fvtc.edu/bc](http://www.fvtc.edu/bc) or call (920) 735-2576.

### Conference Center

D.J. Bordini Center's Conference Center can seat up to 175 participants in a theater-style format and 100 participants classroom-style.

### Innovation & eLearning Center

Our Innovation Center is an inspiring classroom with a non-traditional look which can seat up to 18 participants. The new eLearning Center offers opportunities for distance delivery and remote meetings.

### Smart Classrooms

D.J. Bordini Center's SMART classrooms can be rented for half-day or full-day use. We have both single and double classrooms that will seat 16 - 40 participants.

### Computer Lab

Our computer technology lab can seat up to 21 participants and can be rented for half-day or full-day use.

### Additional Amenities

- Three (3) computer kiosks in front lobby and complimentary wireless internet access
- Food service available upon request
- Free parking and handicap accessibility

Fox Valley Technical College's regional centers offer additional training and meeting facilities. For more details contact the regional center closest to you. You can find them on the web at [www.fvtc.edu/fvtcrental](http://www.fvtc.edu/fvtcrental).

## FVTC Assessment Sites

### Appleton Campus (AP)

1825 N. Bluemound Drive P.O. Box 2277  
Appleton, WI 54912-2277  
Toll Free: (800) 735-FVTC (3882)  
Phone: (920) 735-5600 Fax: (920) 735-2582

### D.J. Bordini Center (BC)

5 Systems Drive P.O. Box 2277  
Appleton, WI 54912-2277  
Toll Free: (888) 735-0449  
Phone: (920) 735-2525 Fax: (920) 735-4771

### Oshkosh Riverside Campus (OS)

150 N. Campbell Road  
Oshkosh WI 54902  
Toll Free: (877) 272-4559  
Phone: (920) 233-9191 Fax: (920) 236-6130

### J.J. Keller Transportation Center (TC)

1825 N. Bluemound Drive P.O. Box 2277  
Appleton, WI 54912-2277  
Phone: (920) 735-2442 Fax: (920) 735-4862

### Waupaca Regional Center (WP)

1979 Godfrey Drive  
Waupaca, WI 54981  
Toll Free: (888) 324-3218  
Phone: (715) 942-1700 Fax: (715) 942-1759

### FVTC Locations

For all FVTC locations visit [www.fvtc.edu/locations](http://www.fvtc.edu/locations)

### Contact Us

Business & Industry Services - [www.fvtc.edu/bis](http://www.fvtc.edu/bis)  
Assessment for Business - [www.fvtc.edu/assess](http://www.fvtc.edu/assess)  
Customized Training - [www.fvtc.edu/training](http://www.fvtc.edu/training)  
Seminars - [www.fvtc.edu/seminars](http://www.fvtc.edu/seminars)  
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# Employee Assessments

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5 Systems Drive  
P.O. Box 2277  
Appleton, WI 54912-2277

**Phone:** (920) 735-5718 Appleton  
(888) 458-0449 Toll-free

**Fax:** (920) 735-2533

**Email:** [assess@fvtc.edu](mailto:assess@fvtc.edu)

## **FVTC on the Web:**

**Business & Industry Services** - [www.fvtc.edu/bis](http://www.fvtc.edu/bis)  
**Seminars** - [www.fvtc.edu/seminars](http://www.fvtc.edu/seminars)  
**Customized Training** - [www.fvtc.edu/training](http://www.fvtc.edu/training)  
**Employee Assessment** - [www.fvtc.edu/assess](http://www.fvtc.edu/assess)  
**Specialized Equipment & Facilities** - [www.fvtc.edu/facilities](http://www.fvtc.edu/facilities)

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[www.fvtc.edu/BISConnect](http://www.fvtc.edu/BISConnect)

Recruiting, staffing and  
workforce development  
decisions start with

**NEEDS ANALYSIS**

and targeted  
employee assessment