



Software Skills and Employment Skills Tests

SkillCheck Software Skills Tests	1
Administering Software Skills Tests	2
Reading Scores Reports	3
Reading Scores Reports (continued)	4
Evaluating Software Skills Test Scores	5
SkillCheck TimeSolver Software Skills Tests	6
SkillCheck Professional Employment Skills Tests	7
Business English Skills	8
SkillCheck Professional.....	8
SkillCheck Professional Plus	8
Business Mathematics Skills	9
SkillCheck Professional.....	9
SkillCheck Professional Plus	9
Clerical Skills	10
SkillCheck Professional.....	11
SkillCheck Professional Plus	11
Clerical Filing Tests — ARMA Filing Rules	12
Clerical Filing Tests – ARMA Filing Rules (Continued).....	13
Clerical Filing Tests – ARMA Filing Rules (Continued).....	14
Office Skills Package	15
Customer Service Skills	15

Telephone Skills	15
Receptionist Skills	15
Message-Taking Skills	15
Secretarial Skills	15
Telemarketing Skills	15
Office Manager Skills	16
Accounting Skills	17
Computer Literacy Skills	18
Computer Programmer Skills	19
Call Center Skills	20
Medical Knowledge.....	22
Legal, Medical and Accounting Secretary Skills	23
Proofreading/Error Detection	25
Letter Setup.....	26
Retail Sales	27

SkillCheck Software Skills Tests

A wide variety of Software Skills tests are available with *SkillCheck Professional* and *SkillCheck Professional Plus*. These tests cover current and earlier software products such as:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- WordPerfect
- Lotus 1-2-3
- Microsoft Windows
- And many more software products

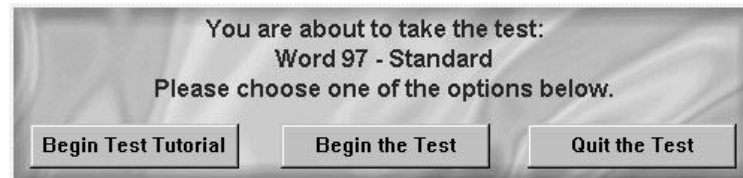
All SkillCheck software tests are **performance based**. This means that rather than answering multiple choice or other types of questions, examinees are instead provided with an interactive simulation of the software products and asked to perform functions as if they were using the real software. An examinee's ability to perform functions correctly will determine whether he or she answers questions correctly or incorrectly.

Separate SkillCheck tests are available for different releases of software products (you may have separate tests for Microsoft Word 6, Microsoft Word 7, and Microsoft Word 97, for example). Your SkillCheck system may also include multiple tests for each product. These include:

TEST	AVAILABLE WITH	DESCRIPTION
Standard Test	<i>SkillCheck Professional</i> and <i>SkillCheck Professional Plus</i>	The Standard test includes tests covering <i>Beginner</i> , <i>Intermediate</i> , and <i>Advanced</i> features. The test also covers a variety of topics for each software product (<i>File Management</i> , <i>Printing</i> , etc.). Standard tests have been validated following the guidelines described in the "Validation" section of the documentation.
Advanced	<i>SkillCheck Professional</i> and <i>SkillCheck Professional Plus</i>	A test covering only advanced functions of a software product
Basic	<i>SkillCheck Professional Plus</i> only	A test covering only basic functions of a software product
New Features	<i>SkillCheck Professional Plus</i> Office 97 products only	A test covering features that were added to Office 97 products (such as Word 97, Excel 97 and PowerPoint 97) since the Office 95 releases of those same products
Microsoft Certification Review Exams	As an addition to your <i>SkillCheck Professional</i> or <i>SkillCheck Professional Plus</i> system	These new SkillCheck products offer performance-based testing that follows Microsoft's published guidelines for Proficient and Expert users in Microsoft Word 97, Microsoft Excel 97, Microsoft PowerPoint 97 and Microsoft Access 97. These new products are purchased separately from standard <i>SkillCheck Professional</i> and <i>Professional Plus</i> packages. Contact SkillCheck Sales at 1-800-648-3166 for further information on these products.
Custom Tests	<i>SkillCheck Professional Plus</i> only	In addition to the tests SkillCheck provides when you install the <i>SkillCheck Professional Plus</i> package (Standard Test, Advanced Test, Basic Test, New Features Tests for Office 97), <i>SkillCheck Professional Plus</i> lets you create your own software tests using the <i>Professional Plus TestMaker</i> described elsewhere in the documentation. Any test you create using the <i>Professional Plus</i> system will appear in the <i>TestCenter</i> , where it can be given alone or in sequence with any other SkillCheck test.

Administering Software Skills Tests

When a SkillCheck software skills test is started, the opening menu (illustrated below) gives examinees the option to begin a tutorial describing how to take the test or to begin the test immediately. Since examinees may not be familiar with all features of a SkillCheck software skills test, it is highly recommended that they take the tutorial at least once

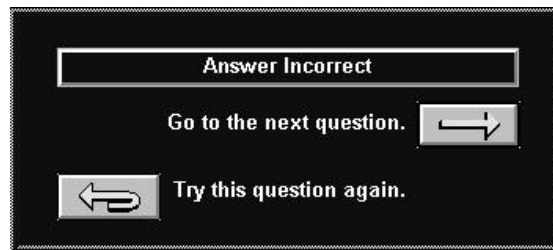


when taking one or more SkillCheck software tests.

Once examinees begin a test, a screen appears with a simulation of the application in which their skills are being tested (Microsoft Word, Microsoft Excel, etc.). Questions will appear asking examinees to perform specified functions (e.g., open a document, cut text, print, etc.). Unless otherwise specified, examinees can answer questions in any way the actual software allows.

A **Skip** button appears at the bottom of the screen with each software skills test question. If examinees do not know the answer to a question, they can click on the **Skip** button to move onto the next question. With SkillCheck's new "Go Back" feature (described in the *TestCenter* chapter of the documentation), examinees can return to skipped questions at the end of a test. This allows examinees to answer all questions whose answers they know, then, at the end of the test, return to questions they skipped. (**Note:** If the Go Back feature is turned off, examinees will not be able to return to skipped questions at the end of a test.) All questions that remain skipped at the end of a test will be marked as "Incomplete" in the final score report.

After an examinee answers a question correctly or incorrectly, a dialog box will appear like the one illustrated below:



If your software test is set with feedback on (the default setting for all SkillCheck software skills tests), the dialog box will provide an indication as to whether the examinee answered the question correctly or incorrectly. If the dialog box indicates the answer was correct, only an option to go on to the next question will be available. If the answer was incorrect, the examinee may have an option to try the question again. Most SkillCheck software skills tests have a default of two tries per question. After twice answering a question (correctly or incorrectly), the examinee will only have the option to go on to the next question. (**Note:** Settings such as feedback and number of tries per question can all be modified for a test using the SkillCheck *Professional Plus TestMaker* described elsewhere in the documentation.) Questions will continue until the end of the test, at which point the Go Back feature (if it is turned on) will allow the examinee to try skipped or incorrect questions again.

Note: A software test can be ended in the middle by first displaying any **Next/Try Again** dialog box (by answering a question correctly or incorrectly). Once that dialog box is on the screen, hold **Control** and **Shift** and press **F4** to exit the test. If you exit the test in this manner, a score report will **NOT** be created for the test. It is recommended that this exit feature only be known and used by test administrators and other authorized personnel.

At the end of a test or testing sequence, a report of scores appears in the SkillCheck *TestCenter*. The following pages explain how to interpret scores for SkillCheck software skills tests.

Reading Scores Reports

A sample report from a SkillCheck Word 97 for Windows software test appears below. The score report usually provides an overall score, level scores, and topic scores, as well as a list of test questions with indications as to which questions the examinee answered correctly, incorrectly, or did not complete. A report of questions answered incorrectly will also indicate the incorrect action taken by the examinee.

Since test reports can be customized for specific tests, not all test reports will contain the same information. (Tests covering just one level will not need to include level scores, for example.) The report can include other details, such as “Productivity,” “Question Weighting,” and “Comments.” The elements of the software test score report are explained on page 4.

WORD 97 - STANDARD TEST	
First Name: SAM Last Name: LOWREY ID Number: 645 Date: 07/19/98 Time: 09:36 Test Time: 15 minute(s) Score: 92 % (32/35)	Test registration information, date and time, duration, and overall score. (All scores are shown as the percentage of correct answers, e.g., 9 correct answers out of 10, or 9/10, would score at 90%.)
LEVELS	Scores for skill levels
BEGINNER: 100 % (15/15) INTERMEDIATE: 90 % (9/10) ADVANCED: 80 % (8/10)	
TOPICS	Scores for specific topics
DESKTOP PUBLISHING: 100 % (2/2) PRINTING: 80 % (4/5) EDITING: 100 % (9/9) FORMATTING: 90 % (9/10) FILE MANAGEMENT: 86 % (6/7) CUSTOMIZING WORD: 100 % (2/2)	
QUESTIONS	Log of examinee responses to individual questions sorted by topic. If the answer was incorrect, a description of the action taken appears.
DESKTOP PUBLISHING 1. Picture - Insert: Correct	
PRINTING 2. Print Document: Incorrect (Incorrect toolbar button selected) 4. Print - Specify Printer: Correct 19. Merge - Create Form: Correct 21. Merge - Print: Correct 22. Print Preview: Correct	
EDITING	

Reading Scores Reports (continued)

The following report details appear by default in all SkillCheck software test score reports:

Standard Report Details	Explanation
Test Name	The name of the test taken by an examinee appears at the top of the score report
Registration Information	The examinee's first name, last name, and ID number, as entered when the examinee began the testing sequence
Date and Time	The date and time the examinee took the test
Test Time	The amount of time the examinee used to take the test
Score	Overall percentage score for all questions asked in the test

There are also optional report details that can appear in *SkillCheck Professional* and *Professional Plus* test score reports. (You can specify whether these additional details will appear using the *SkillCheck Professional Plus TestMaker* or the *SkillCheck Test Administrator*. For details on how to configure score reports, see the *SkillCheck Professional Plus TestMaker* and *Test Administrator* chapters of the documentation.)

Optional Report Details	Explanation
Level Scores	Percentage scores for specific skill levels (normally <i>Beginner</i> , <i>Intermediate</i> , and/or <i>Advanced</i>)
Topic Scores	Scores for specific skill areas or topics (such as <i>File Management</i> , <i>Editing</i> , <i>Formatting</i> , and so on)
Questions	The report lists the questions answered by the examinee with indications as to which questions the examinee answered correctly, incorrectly, or did not complete. The incorrect answers may also indicate what the examinee did wrong. The display of questions can be sorted by skill level, topic, topic and level, or question number. (See the <i>Test Administrator</i> and/or <i>Professional Plus TestMaker</i> documentation for instructions on setting this option.)
Productivity (relevant for software tests only)	This score measures work efficiency within software as <i>High</i> , <i>Medium</i> , or <i>Low</i> . A <i>High</i> score indicates that the examinee frequently used efficient methods (such as keyboard shortcuts) when performing software tasks. <i>Medium</i> and <i>Low</i> productivity scores indicate that efficient methods were used less frequently.
Question Weighting	This is a score that is calculated by summing up the weights assigned to each question in the test. This information is primarily used when performing validation research. See the <i>Professional Plus TestMaker</i> documentation for more information on question weighting.
Comments	The <i>Professional Plus TestMaker</i> allows you to assign specific comments (such as training suggestions) to individual questions in a test. These comments can appear in the score report for all questions, or only for questions that have been answered correctly or incorrectly. See the <i>Professional Plus TestMaker</i> documentation for more information on assigning comments to questions.

Evaluating Software Skills Test Scores

Suggested guidelines appear below for evaluating software test scores. However, it is recommended that test administrators establish their own guidelines for evaluating scores since standards for proficiency often vary from region to region, organization to organization, and from year to year. In addition, other tests may be required, along with references and interviews, to predict reliably whether examinees will perform proficiently in a specified work environment. For example, an applicant for a secretarial position requiring skills in Microsoft Word might best be tested not only for skills with Word, but for typing speed and accuracy, business English, clerical skills such as filing, checking, and coding, and other secretarial skills measured by SkillCheck tests.

Level	Tasks
Beginner	Frequently used operations such as opening and saving files, entering data, and so on
Intermediate	Commonly used higher-level features such as spellchecking, changing fonts, or previewing printed pages
Advanced	Less frequently used complex features of a software program such as mail merges, creating charts, or importing graphics

The following guidelines are suggestions only and should not be used for firm cut offs in every job situation:

Score	Evaluation
90-100%	<p>EXCELLENT</p> <p>Overall Score: An overall score in this range indicates that the examinee has superior skills in the area in which proficiency was measured.</p> <p>Level Score: A <i>Beginner</i>, <i>Intermediate</i>, or <i>Advanced</i> score in this range indicates that the examinee is exceptionally well prepared for work at this level.</p>
76-89%	<p>GOOD</p> <p>Overall Score: An overall score in this range indicates that the examinee has above-average skills in the area in which proficiency was measured.</p> <p>Level Score: A <i>Beginner</i>, <i>Intermediate</i>, or <i>Advanced</i> score in this range indicates that the examinee is generally well prepared for work at this level.</p>
60-75%	<p>ACCEPTABLE</p> <p>Overall Score: An overall score in this range indicates that the examinee has sufficient skills in the area in which proficiency was measured.</p> <p>Level Score: A <i>Beginner</i>, <i>Intermediate</i>, or <i>Advanced</i> score in this range indicates that the examinee is sufficiently well prepared for work at this level.</p>
50-59%	<p>QUESTIONABLE</p> <p>Overall Score: An overall score in this range indicates that the examinee has marginal skills in the area in which proficiency was measured, and may need more training to ensure successful performance.</p> <p>Level Score: A <i>Beginner</i>, <i>Intermediate</i>, or <i>Advanced</i> score in this range indicates that the examinee is marginally prepared for work at this level and may need more training to ensure successful performance.</p>
Below 50%	<p>UNACCEPTABLE</p> <p>Overall Score: An overall score in this range indicates that the examinee does not possess sufficient skills in the area in which proficiency was measured, and will need more training to ensure successful performance.</p> <p>Level Score: A <i>Beginner</i>, <i>Intermediate</i>, or <i>Advanced</i> score in this range indicates that the examinee is not prepared for work at this level and will need more training to ensure successful performance.</p>

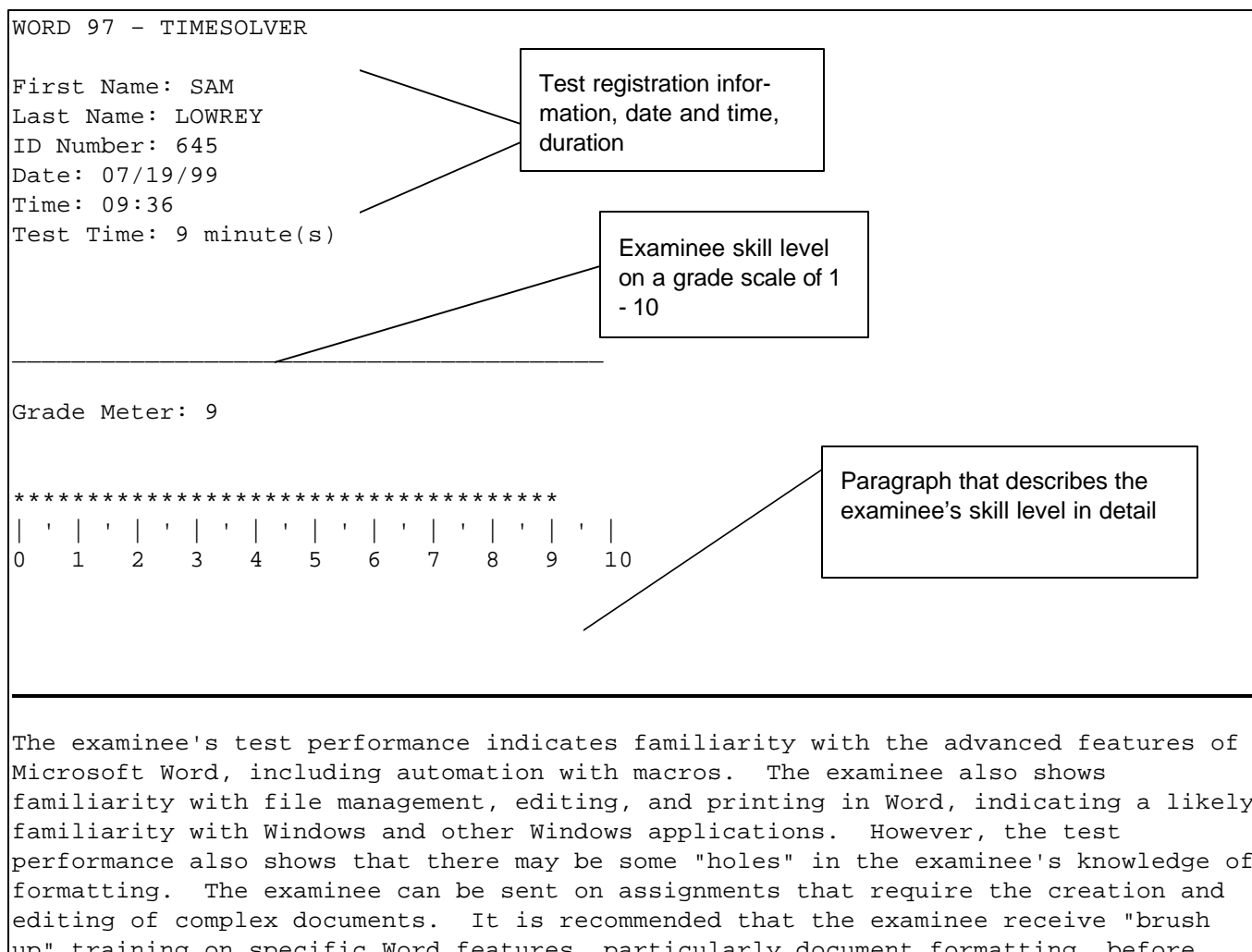
SkillCheck TimeSolver Software Skills Tests

SkillCheck TimeSolver™ uses a unique adaptive testing methodology to determine an examinee's skill level in the shortest amount of time, with the fewest number of questions. When an examinee takes a TimeSolver software skills test, the test changes dynamically, based on whether he or she answers each question correctly or incorrectly. For example, if an examinee answers a question correctly, he or she will then be asked a more difficult question. However, if an examinee answers a question incorrectly, he or she will receive an easier question next.

SkillCheck TimeSolver tests can pinpoint an examinee's skill level in less than half the number of questions as a standard software test. Unlike standard software tests, the score report of a TimeSolver test does not specify which questions an examinee answered correctly or incorrectly. Instead, the report will grade an examinee's skill level on a 0-10 scale (10 representing the highest skill level), as well as provide descriptive information about the examinee's strengths and weaknesses.

One can use TimeSolver assessments to determine an examinee's skill level quickly. Other SkillCheck tests can be used to ascertain further information about the examinee (such as the specific set of product features or skills an examinee understands).

The following is a sample TimeSolver report:



SkillCheck Professional Employment Skills Tests

In addition to Software Skills, Typing, and Data Entry tests, the *SkillCheck Professional* system offers a variety of Employment Skills tests. These tests normally consist of **knowledge-based** questions, including standard question types such as multiple-choice, true-false, fill-in-the-blank, matching, and other types of items.

SkillCheck Employment Skills tests are available for a wide variety of skills, including:

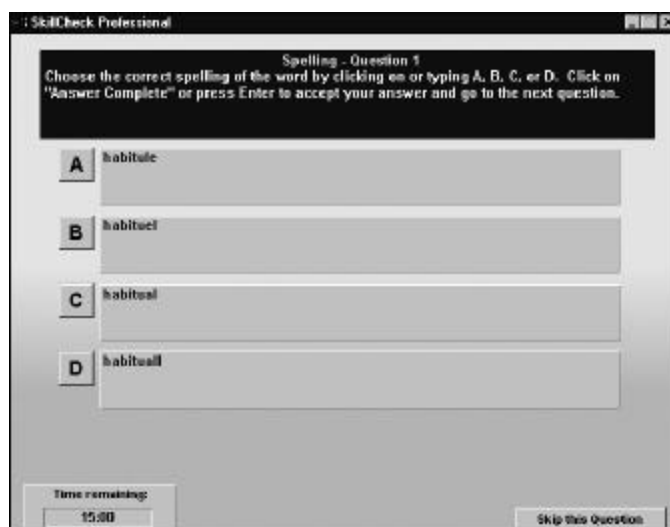
- Business English (Spelling, Grammar, Vocabulary)
- Business Mathematics
- Clerical Skills (Checking, Coding, Filing)
- Customer Service Skills
- Receptionist Skills
- Secretarial Skills
- Telephone Skills
- Accounting
- Computer Literacy
- Computer Programming Skills
- Call Center Skills
- Medical Knowledge
- Legal, Medical and Accounting Secretarial Skills
- Additional office, industrial, and professional skills

Several of the SkillCheck Employment Skills tests listed above are described in this chapter. When specific information is required to understand a test, that information is also provided in this chapter. (For example, information on SkillCheck's Filing test product includes the ARMA rules for filing used to determine the answers to SkillCheck questions.) Since *SkillCheck Professional* products are sold individually and in multi-test packages, you may not have all of the tests described in this chapter installed on your computer. If you are interested in any of the tests described in this chapter, contact SkillCheck sales at 1-800-648-3166.

Like all SkillCheck tests, SkillCheck Employment Skills tests are given to examinees using the SkillCheck *TestCenter* described in the *TestCenter* chapter of this documentation. Many SkillCheck Employment Skills products are also available as *SkillCheck Professional Plus* systems. If you have purchased a *Professional Plus* version of a SkillCheck Employment Skills product, you can create custom tests on the specific skill (spelling, math, accounting, C++ programming, etc.) using the *Professional Plus TestMaker*. Custom tests you create will appear along with standard SkillCheck tests in the SkillCheck *TestCenter* list of available tests.

Important: The *SkillCheck Professional* and *SkillCheck Professional Plus* Employment Skills tests listed above were developed as educational testing and test-development tools to help assess various levels of specific skills. Because of this, these tests have not been validated for particular job descriptions. Expectations for proficiency vary from organization to organization, from region to region, from year to year and between different job categories. For this reason, SkillCheck does not provide set rules for interpreting test results with these products. Instead, it is recommended that users of the *SkillCheck Professional* and *SkillCheck Professional Plus* Employment Skills tests establish their own guidelines for evaluating test results by comparing different examinees taking the same test in the same or similar environments.

Business English Skills



The *SkillCheck Professional* system offers testing on English-language skills, including spelling, grammar, and vocabulary. The Business English test is actually a package of several different tests. The product is available in the following configurations.

SkillCheck Professional

This package includes the following tests:

- Spelling – General
- Spelling – Business
- Vocabulary – General
- Vocabulary – Business
- Grammar – General
- Grammar – Business

Each test consists of 20 multiple-choice questions including beginner, intermediate, and advanced items. Percentage scores are provided for overall scores as well as each skill level.

SkillCheck Professional Plus

In addition to the tests listed above, this package includes specialized tests for specific fields:

- Spelling – Accounting/Bookkeeping
- Spelling – Legal
- Spelling – Medical
- Spelling – Geography
- Vocabulary – Accounting/Bookkeeping
- Vocabulary – Legal
- Vocabulary – Medical

The *Professional Plus* version of the Business English product also allows you to create your own tests by selecting from databases of approximately 100 or more questions on each subject (spelling, grammar, and vocabulary). See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Note: Some of the questions in the Professional Plus question database for spelling are audio spelling questions in which a word is read aloud and you are asked to provide the correct spelling. If you create spelling tests using the Professional Plus Test Maker that include these audio spelling items, you will need the SkillCheck audio CD in order to have the words read aloud. If you do not have the SkillCheck audio CD, contact SkillCheck at 1-800-648-3166 for information on how to obtain this CD.

Business Mathematics Skills

The screenshot shows a software window titled "SkillCheck Professional". Inside, a black box contains the text "Math - Question 27" and instructions: "Type the answer to the following question in the Answer field below. When your answer is complete, press Enter." Below this, a math problem is displayed: "3/4 of Acme's employee's received raises. 1/3 of those who received raises also received bonuses. What fraction of Acme's employees received bonuses? (Express your answer as a fraction with the lowest possible numerator and denominator.)". Below the problem is a white rectangular input field. At the bottom right of the window are two buttons: "Answer Complete" and "Skip this Question".

The *SkillCheck Professional* Business Mathematics test provides evaluations of examinees' abilities to perform mathematical calculations used in typical business situations.

Important: The test can be given with or without providing examinees with a calculator and/or pencil and paper. However, the test should be given consistently, so that all examinees have the same tools supplied or not supplied when taking the test.

This product is available in two configurations.

SkillCheck Professional

This version of the Business Mathematics test includes a standard 30-question test to evaluate skills in the following areas:

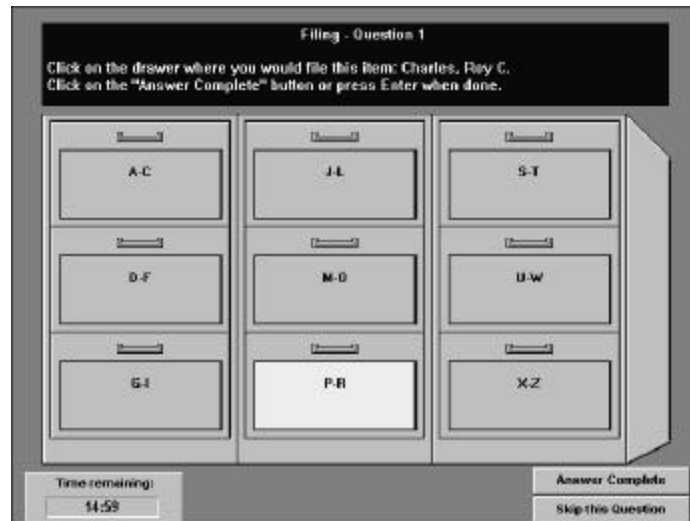
- Addition
- Subtraction
- Multiplication of whole numbers, fractions, and decimals
- Division of whole numbers, fractions, and decimals
- Percentages and conversions

The test includes numerical and word questions on beginning, intermediate, and advanced levels.

SkillCheck Professional Plus

The *Professional Plus* version of the Business Mathematics product includes the standard test described above. In addition, the *Professional Plus* product allows you to create your own tests by selecting from databases of approximately 100 mathematics questions. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Clerical Skills



The *SkillCheck Professional* Clerical Skills test offers testing on checking, coding, and filing skills.

- **Checking.** The Checking test measures an examinee's skill in accurately checking text and number items. Each question in the test consists of a pair of words, numbers, letters, names, dates, etc. Depending on whether or not the two items are identical, the examinee clicks on a **Match** or **Do Not Match** button.
- **Coding.** The Coding test measures an examinee's skill in using letter and numerical codes. Each question in this test consists of an item and a list of letter or number codes with instructions to answer the questions by selecting the correct code on a simulated telephone keypad or clipboard.
- **Filing.** The Filing test measures an examinee's skill in filing items such as names, numbers, and dates in the correct order. The test also measures the ability to see whether current files are in the correct order or need to be refiled correctly. The Filing test follows rules established by the Association of Records Managers and Administrators, Inc. (ARMA). See pages 11-13 of this documentation for the ARMA rules that apply to the Filing test.

The Filing test includes three types of questions:

1. *Filing Drawer* questions require the examinee to file an item in a set of simulated file drawers by clicking on the correct drawer with the mouse.
2. *Filing Folder* questions require the examinee to file an item among a set of simulated file folders by clicking on one of four "File Here" buttons to indicate where the item should be correctly placed.
3. *Filing Order* questions require the examinee to indicate which of several sets of simulated files are in the correct order by clicking on the correctly ordered set of files.

The Clerical Skills product is available in two configurations:

SkillCheck Professional

This package includes the following tests:

- Filing – Standard
- Checking – Standard
- Coding – Standard

Each test consists of 30 questions. Each test provides percentage scores for overall skills as well as for different skill levels (where applicable).

SkillCheck Professional Plus

Each *SkillCheck Professional Plus* Clerical Skills package includes the following tests:

- | | | |
|---------------------|-----------------------|---------------------|
| • Filing – Standard | • Checking – Standard | • Coding – Standard |
| • Filing – Names | • Checking – Letters | • Coding – Letters |
| • Filing – Numbers | • Checking – Numbers | • Coding – Numbers |

The *Professional Plus* version of the Clerical Test product includes the standard tests described above. In addition, the *Professional Plus* product allows you to create your own Checking, Filing, and Coding tests by selecting from databases of 100 or more Checking, Coding, and Filing questions. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Clerical Filing Tests — ARMA Filing Rules

The Filing tests in the SkillCheck Clerical Skills package use the following rules of the Association of Records Managers and Administrators, Inc. (ARMA).

1. **Names of individuals** are filed alphabetically by last name, then first name or initial, then middle name or initial.

Examples: Angel, Arthur G.
 Jessup, John Paul
 Willard, J. Tracy

2. A **last name followed by a first initial** is filed before a last name followed by a first name beginning with the same letter as the initial.

Examples: Brown, A.
 Brown, Aaron
 Calhoun, S.
 Calhoun, Stephen

3. **Last names with prefixes** like **D'**, **DE**, **DEL**, **LA**, **MAC**, **MC**, or **O'** are filed as though the names are one word.

Examples: D'Agostino, John W.
 Darlington, Mary Jane
 De La Montaigne, J. F.
 Delaware National Bank

4. Names beginning with **MAC** and **MC** are filed as spelled.

Examples: MacNeice, Allyn
 McNally, Timothy
 McNeill, Aaron

5. **Personal or professional titles** such as **MR.** or **DR.** are usually disregarded in filing. An exception is the name of companies that include such titles, such as Mr. Manley's Emporium, which would be filed as written.

Examples: Dr. Spencer Arlington
 Ms. Catherine Brinkley
 Mister Bigheart's Bistro
 Mr. Clayton Tinsley

6. **Hyphenated names** of individuals are regarded as one name. However, hyphenated names of organizations are regarded as separate names in filing.

Examples: Hart, Thomas
 Hart-Benton, Alice
 Parker-Simpson Learning Systems
 Parker, Thomas

Clerical Filing Tests – ARMA Filing Rules (Continued)

7. **Names of businesses or other organizations** are filed as written except:

- A. If they start with a person's name, in which case they are filed by last name, first name or initial, and middle name or initial, if any.
- B. Schools named after a person are filed as written.

Examples: Atlantis Computer Corporation
 Higgins, Henry Publishing Company
 Morton, R. M. Consultants
 Nathaniel Hawthorne High School

8. Any **single letter** is filed as a word, not as part of a group or acronym.

Examples: NCS Accountants
 National Association of Accountants
 PRS Investment Company
 Pacific Realty Corp.

9. When a **name contains a number**, the number is regarded as a single word and is filed as if it were written in full.

Example: 8th Avenue Fashions (Eighth Avenue Fashions)
 76 Trombones, Inc. (Seventy-Six Trombones, Inc.)

10. **Abbreviations in names of organizations** are filed as though the abbreviated words were written out in full. **MME** is filed as **MADAME**, **ST.** is filed as **SAINT**, etc.

Examples: Mr. Manly's Emporium
 Moore Stationery Suppliers
 St. Anthony Hospital
 Solidarity Credit Union

11. When a **name or word** ends in **S**, **'S** or **S'**, the "s" is considered part of the name.

Examples: Sam's Stationery
 Samson Materials Company
 Surveyors' Assistants Corporation
 Surveyors Professionals

12. Words such as **THE**, **AS**, **AND**, **FOR**, **ON**, **IN**, **BY**, and **OF** are disregarded in filing.

Examples: Collins, Barnaby & Co.
 The Connecticut River Boat Club
 Continental Hotel and Marina

Clerical Filing Tests – ARMA Filing Rules (Continued)

13. The following types of **organization names that include the word “of”** are filed by the word(s) following “of” and then by the word(s) preceding “of”:

- A. Political divisions such as “Office of,” “Division of,” and “Department of”
- B. Foreign government names such as “Republic of India”
- C. Schools such as “University of Massachusetts”

Examples:

<u>Name</u>	<u>Filed As</u>
Office of Computer Information Services	Computer Information Services, Office of
People’s Republic of China	China, People’s Republic of
University of California	California, University of

14. **Geographic names** are filed as written, with each part of a compound name regarded as a separate name. An exception is a geographic name derived from a foreign language, for example, Las Vegas, Los Angeles, and San Francisco. These cases are treated as a single word.

Examples: Mount Ida, New York
 Pittsburgh, Pennsylvania
 San Diego, California

Office Skills Package



The *SkillCheck Professional Office Skills* tests can be purchased in a group or individually. Each test measures the different skills described below. (**Note:** Test-making capability is not available with these SkillCheck Employment Skills products.)

Important: Pencil and paper should be issued to examinees before they begin any of the Office Skills tests, since part of each test requires them to take notes about incoming phone calls and other types of messages.

Customer Service Skills

This test includes 30 questions covering:

- Customer-service judgment
- Courtesy
- Effectiveness in handling upset customers
- Attention to customer requests

Receptionist Skills

This test includes 30 questions covering:

- Receptionist manners and management skills
- Judgment and discretion
- Message-taking skills
- Ability to remember names and faces

Secretarial Skills

This test includes 30 questions covering:

- Secretarial manners and management skills
- Judgment and discretion
- Message-taking skills
- Ability to remember names and faces

Telephone Skills

This test includes 30 questions covering:

- Basic telephone knowledge
- Manners and management skills
- Judgment and discretion
- Message-taking skills

Message-Taking Skills

This test includes 30 questions covering:

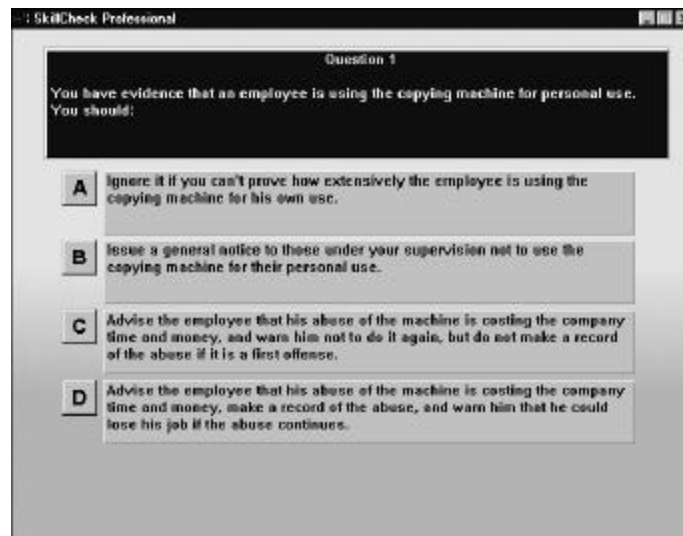
- Message-taking skills

Telemarketing Skills

This test includes 30 questions covering:

- Basic telephone knowledge
- Basic sales knowledge
- Telephone manners
- Telephone sales techniques
- Sales concepts (needs vs. desires, features vs. benefits, etc.)

Office Manager Skills



The *SkillCheck Professional Office Manager* test is designed to determine how an examinee will perform in different office management situations. The test describes 30 different problems that may face someone in an office management role. In each case, the examinee is offered four possible ways of addressing the problem. There are no “right” or “wrong” answers in this test. Instead, each answer represents a different approach to problem solving. Some answers reflect a direct, action-oriented solution to a problem, while other answers represent a more indirect response.

The scores report created at the end of the Office Manager test does not include percentage scores. Instead, answers given by the examinee are used to determine the type of manager the examinee represents (direct-action oriented, indirect-action oriented, etc.). The scores report includes a paragraph describing a general assessment of the examinee, based on how they answered the questions in the test. The scores report also includes a list of all questions, with an indication of what answers the examinee chose to solve each problem. The report can be used to help determine whether an examinee will be effective in a particular office environment or will conform to specific standards of office management proficiency.

Accounting Skills

A company's beginning inventory of 45,250 units is the result of three purchases:

	Date	Units	Unit Cost
Purchase 1	5-May	13,000	\$ 2.20
Purchase 2	12-May	14,700	\$ 2.30
Purchase 3	27-May	17,550	\$ 2.70

In August, the company sold 62,700 units:

	Date	Units	Unit Cost
Sale 1	4-Aug	37,700	\$ 3.65
Sale 2	23-Aug	25,000	\$ 3.95

In the same month, the company purchased more inventory:

	Date	Units	Unit Cost
Purchase 4	9-Aug	29,000	\$ 2.80
Purchase 5	25-Aug	14,000	\$ 2.10

Question 21
Using the FIFO basis, compute the dollar value of the ending inventory.

A \$58,275
B \$81,195
C \$52,500
D \$69,750

Skip this Question

The *SkillCheck Professional Plus Accounting* package includes computer-based tests that can effectively evaluate knowledge and skills in key areas of accounting and bookkeeping, including:

- Bookkeeping
- General Accounting
- Accounts Receivable
- Accounts Payable
- Payroll
- Accounting Terminology
- Business Documents
- Accounting Mathematics
- Inventory and Depreciation
- Cost Accounting
- Taxes
- Financial Statements

The *SkillCheck Professional Plus Accounting* package allows you to create your own tests using a database of over 300 knowledge-based accounting questions, many of which include graphics and a wide variety of question types. By selecting questions covering specific knowledge areas, you can create tests that meet exact job requirements or customer needs.

See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Computer Literacy Skills



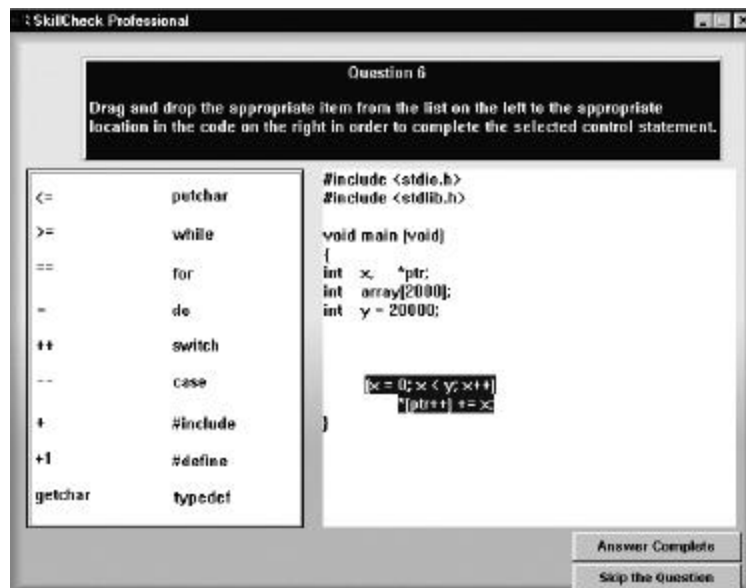
The *SkillCheck Professional Plus Computer Literacy* package includes questions covering a wide variety of skills related to how to use computers. These include skills -based questions (multiple-choice, true-false, fill-in-the-blank, matching, etc.) that cover computer hardware, software, networks, the Internet, computer problem solving, and other computer-related skills. The product also includes interactive, performance-based questions on operating systems and computer applications such as Microsoft Windows, Word, Excel, and PowerPoint.

The *SkillCheck Professional Plus Computer Literacy* package provides a variety of standard tests, including:

TEST	DESCRIPTION
Standard Test	A 40-question test covering different areas of computer use, including hardware, software, use of networks, the Internet, and problem solving. Questions in this test are both skill based and performance based.
Hardware Skills	A test covering knowledge of computer hardware such as parts of the computer and computer storage devices.
Software Skills	A test covering knowledge of different types of software (word processors, spreadsheets, operating systems, etc.) with both knowledge-based and performance-based questions.
Microsoft Office Skills	A test consisting of performance-based, interactive questions covering basic use of Microsoft applications such as Windows, Word, Excel, and PowerPoint.
Problem-Solving Skills	A series of questions asking the examinee to solve typical problems encountered by computer users.

SkillCheck Professional Plus Computer Literacy package allows you to create your own tests by selecting from a database of over 90 different Computer Literacy questions. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Computer Programmer Skills

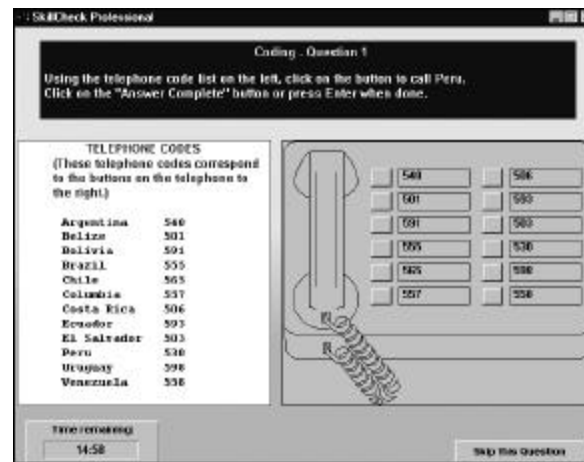


SkillCheck's line of computer-programmer tests includes dozens of tests covering a variety of computer programmer languages and tools (C, C++, Java, and many more).

Questions in each test are **knowledge based** and use standard question types (multiple-choice, fill-in-the-blank/code editing, etc.) to determine an examinee's knowledge of a particular programming language. SkillCheck also offers a some **performance-based** tests covering programming tools such as Microsoft's App Studio. For these types of tests, examinees are asked to perform functions as if they were using the real software, rather than answer multiple-choice or other types of questions.

Some SkillCheck Programmer test products are available in *Professional Plus* versions, allowing you to create your own tests from 100 or more questions per programming language. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Call Center Skills



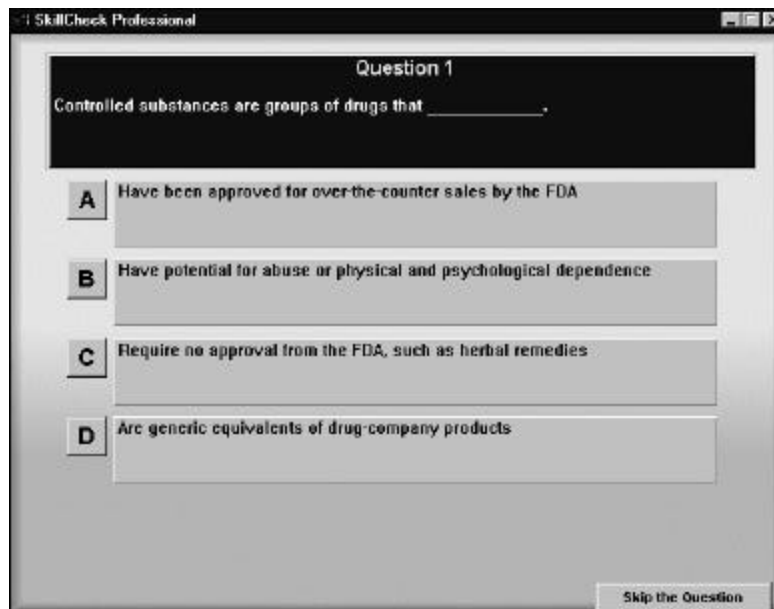
The *SkillCheck Professional Plus Call Center Skills* package measures a range of knowledge and skills required for effective call center work. Since different types of call centers perform different functions, *SkillCheck Professional Plus Call Center Skills* includes a variety of relevant tests for call center knowledge and skills, including:

TEST	THIS TEST MEASURES
Audio Data Entry*	An examinee's speed and accuracy when entering data that is read aloud.
Audio Data Entry – Call Center*	An examinee's speed and accuracy entering data that is read aloud. In this test, data is read as though a conversation is taking place between two people in a call-center environment.
Call Center – Coding	An examinee's ability to reference information based on standardized codes.
Call Center – Customer Service	An examinee's ability to handle typical customer-service issues and problems.
Call Center – Data Analysis	An examinee's ability to accurately reference and cross-reference tabular data in a typical telesales environment.
Call Center – Sales	An examinee's understanding of sales topics such as dealing with customers, preparing for and closing sales, understanding the features and benefits of products and services, and the needs and desires of customers.
Call Center – Telephone Skills	An examinee's understanding of general use of the telephone. This includes general telephone knowledge, telephone etiquette and manners, and handling typical phone-related situations one encounters when working in a call center.
Data Entry – Sales (Orders and Leads)	Standard (non-audio) data entry which measures data entry speed and accuracy. Examples in these tests are typical of the orders and leads found in a typical telemarketing environment (inputting orders and inputting lead information from business cards)
Spelling Tests/Postal Code Tests	An examinee's spelling ability and knowledge of US and Canadian postal codes. Several of these tests include audio fill-in-the-blank questions in which a word is read aloud and the examinee is required to spell the word or provide other specified information (such as postal codes). Spelling questions cover generally used terminology and US and international geographic locations.

The *SkillCheck Professional Plus Call Center Skills* package also allows you to create your own tests from over 200 questions on call center knowledge and over 300 questions on spelling and postal codes. Using the *Professional Plus* test-making options, you can create tests to meet your exact needs. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

* See the Audio Data Entry section of this documentation for more information on how to take a SkillCheck audio data entry test.

Medical Knowledge



The *SkillCheck Professional Medical Knowledge* package includes computer-based tests that can effectively evaluate an examinee's knowledge of information needed to work in a medical environment. The skill areas can include medical secretary, nurse, or other jobs in healthcare or other medical professions. Tests in the *SkillCheck Medical Knowledge* series include:

- Medical Secretary Knowledge
- Medical Abbreviations
- Medical Prefixes and Suffixes

The *Medical Knowledge* test series also includes tests on a number of medical specialties, including:

- | | |
|---------------------|--------------------|
| • Cardiovascular | • Ophthalmological |
| • Dental | • Otolaryngical |
| • Gastrointestinal | • Pediatric |
| • Integumentary | • Pharmacological |
| • Medical Insurance | • Psychiatric |
| • Musculoskeletal | • Respiratory |
| • Neurological | • Urogenital |
| • Oncological | |

The *SkillCheck Professional Plus Medical Knowledge* package allows you to create your own tests using a database of over 300 knowledge-based medical questions. By selecting questions covering specific knowledge areas, you can create tests that meet exact job requirements or customer needs.

See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

Legal, Medical and Accounting Secretary Skills

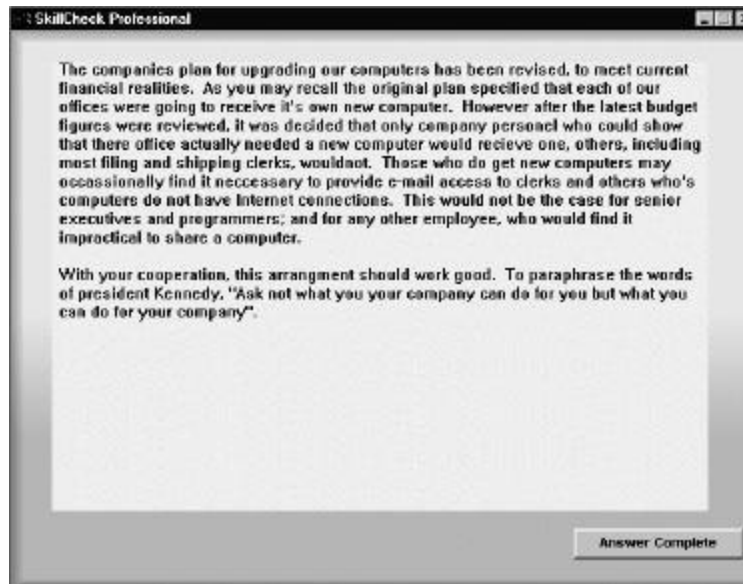
Secretaries working in specific professional environments, such as medical, legal or accounting offices, require secretarial skills that are tailored to these professions.

SkillCheck testing packages for medical, legal or accounting secretaries are available separately. Each package includes the following tests:

TEST	THIS TEST MEASURES
Transcription*	The ability to type a document that is read aloud. For specialties such as medical, legal and accounting secretaries, the documents that are read aloud are typical for each specialty.
Shorthand*	<p>The ability to take shorthand notes from a document that is read aloud. For specialties such as medical, legal and accounting secretaries, the documents that are read aloud are typical for each specialty.</p> <p>At the end of a shorthand test, examinees are required to transcribe their shorthand notes. The test measures speed and accuracy based on these final transcribed notes.</p>
Shorthand – Read Response*	The ability to take shorthand notes from a document that is read aloud. For this test, examinees are required to present or read their notes to a grader who will determine their shorthand skill level manually.
Typing	A typing test covering a document related to each specialty. The document used in this test can be found in the <i>Typing Test</i> section of the documentation.
Spelling	A multiple-choice test covering the spelling of terms used in each specialty.
Vocabulary	A multiple-choice test covering vocabulary terms used in each specialty.

* See the Audio Transcription and Shorthand section of this documentation for details on how to administer Audio Transcription and Shorthand tests available in each industry secretary test package.

Proofreading/Error Detection



Job candidates working in different professional environments may be required to proofread company letters and other documents. The *SkillCheck Proofreading/Error Detection* test assesses an examinee's ability to identify errors in spelling, grammar, punctuation, and usage in a standard business document.

When taking the *SkillCheck Proofreading/Error Detection* test, an examinee must click on each word or punctuation mark that contains an error or is used incorrectly. Once all errors have been identified, the examinee clicks on the **Answer Complete** button to complete the test.

The score report at the end of the test identifies how many errors the examinee identified correctly and incorrectly.

Note: The *SkillCheck Business English* package contains additional tests on spelling, grammar, and vocabulary that can be used to further identify an examinee's skills in these areas.

Letter Setup

SkillCheck Professional

Basic Alternative Block Letter: The parts of the letter from Mrs. Joan Jones of Dewey, Lovett & Howe to Mr. John Smythe are not in the correct sequence. Click on a letter element and drag it to the box to the right, arranging them into the proper sequence for a letter created in Alternative Block Letter format. When the letter is formatted correctly, click on the Answer Complete button.

Dear Mr. Smythe:

Mr. John Smythe
Apartment 3D
54 Canal St.
Worcester, Massachusetts 01090

Please sign the enclosed check and return it to me at the above address as soon as possible.

January 2, 2000

Subject: Satisfaction

Very sincerely,

Answer Complete Skip this Question

Clerical staff in modern professional offices need to format a number of different standard letter types. The *SkillCheck Letter Setup* package provides a series of tests to determine the examinee's ability to format a specified letter format correctly.

For each letter type, the test consists of two items in which the examinee is asked to arrange components of a letter correctly by dragging each component to the appropriate position on the screen. These letter elements include salutation, return address, and other components. The first item asks the examinee to arrange the most commonly used letter components in business communication. The second item asks the examinee to set up a letter containing less frequently used letter elements such as cc and other notations.

The following letter types are available in the *SkillCheck Letter Setup* package:

TEST	THIS TEST MEASURES
Block	The ability to format simple and complex letters in block style letter format
Alternative Block	The ability to format simple and complex letters in alternative block style letter format
Letter Head Block	The ability to format simple and complex letters in letter-head block letter format
Semi Block	The ability to format simple and complex letters in semi-block letter format

Retail Sales

NoStik	Aluminum with a teflon coating for \$15.95.
Advantages:	Lowest price, easiest to clean
Disadvantages:	Least durable, uneven heat distribution
SteelChef	All Stainless steel for \$18.95.
Advantages:	Most durable, good heat distribution
Disadvantages:	Fairly hard to clean
Copper Pro	Stainless steel with a copper bottom for \$24.95.
Advantages:	Best heat distribution, good durability
Disadvantages:	Very hard to clean, fairly expensive
EnamCo	Cast iron with porcelain coating in 3 colors for \$34.95.
Advantages:	Most attractive, fairly easy to clean.
Disadvantages:	Most expensive, poor heat distribution

Question 5
 Which pan is available in three colors?

A	B
NoStik	SteelChef
C	D
Copper Pro	Enamco

The *SkillCheck Retail Sales* test package measures a range of skills required for effective retail sales work. Tests in the *SkillCheck Retail Sales* package are based on standards established by the National Retail Foundation (NRF) for the National Skills Standard Board (NSSB). The *SkillCheck Retail Sales* package includes the following assessments:

TEST	THIS TEST MEASURES
Customer Service	Skills in dealing with customers
Learning Products	Skills in learning store items of varying degrees of complexity
Sales and Promotion	Knowledge of sales and promotional techniques
Store Security	Judgment in securing a retail sales environment
Inventory Checking	Skills in checking inventory items
Inventory Coding	Skills in using letter and numerical codes associated with retail sales items
Inventory Sorting	A skill in placing items in the correct order
Retail Teamwork	Judgment in dealing with situations that involve interacting with other employees in a retail sales environment
Retail Reading	Reading and memory skills associated with retail sales
Retail Math	Knowledge and skills required to perform routine calculations associated with retail sales

The *SkillCheck Professional Plus Retail Sales* package also allows you to create your own tests from over 163 questions covering varying areas of retail sales knowledge and skill. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.