



Software Skills and Employment Skills Tests

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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

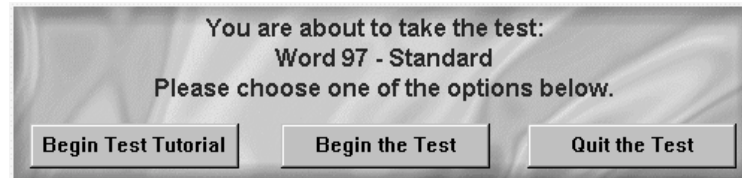
All SkillCheck software tests are **performance based**. This means that rather than answering multiple choice or other types of questions, examinees are instead provided with an interactive simulation of the software products and asked to perform functions as if they were using the real software. An 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

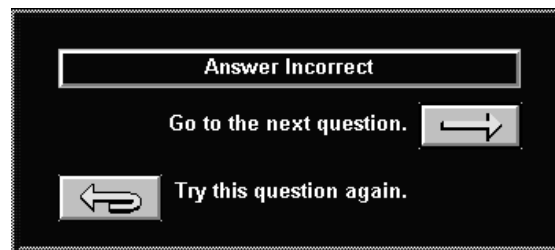
When a SkillCheck software skills test is started, the opening menu (illustrated below) gives examinees the option to begin a tutorial describing how to take the test or to begin the test immediately. Since examinees may not be familiar with all features of a SkillCheck software skills test, it is highly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

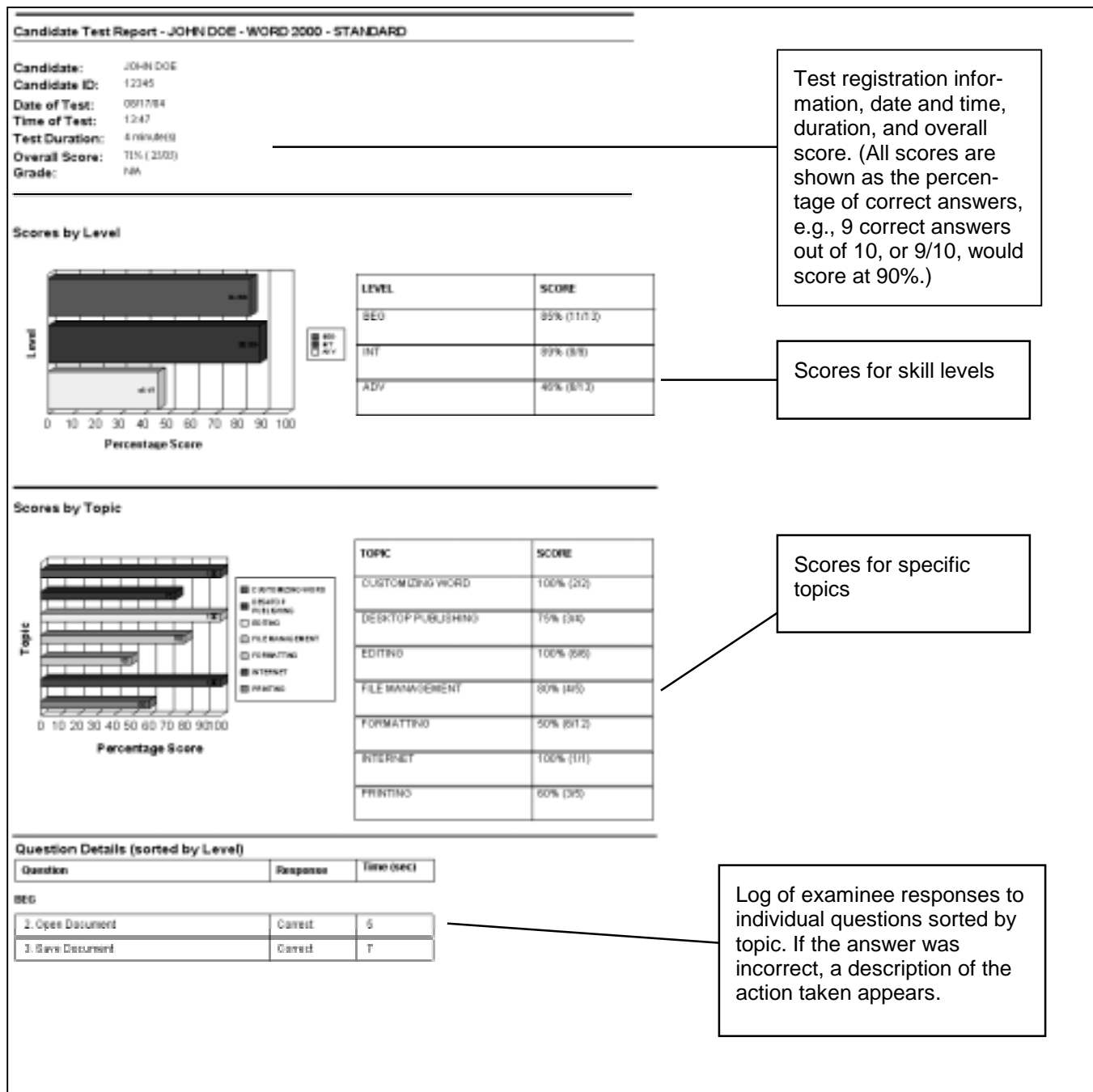
Note: A software test can be ended in the middle by first displaying any **Next/Try Again** dialog box (by answering a question correctly or incorrectly). Once that dialog box is on the screen, hold **Control** and **Shift** and press **F4** to exit the test. If you exit the test in this manner, a score 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.



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%	EXCELLENT Overall Score: An overall score in this range indicates that the examinee has superior skills in the area in which proficiency was measured. 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.
76-89%	GOOD Overall Score: An overall score in this range indicates that the examinee has above-average skills in the area in which proficiency was measured. 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.
60-75%	ACCEPTABLE Overall Score: An overall score in this range indicates that the examinee has sufficient skills in the area in which proficiency was measured. 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.
50-59%	QUESTIONABLE 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. 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.
Below 50%	UNACCEPTABLE 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. 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.

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:

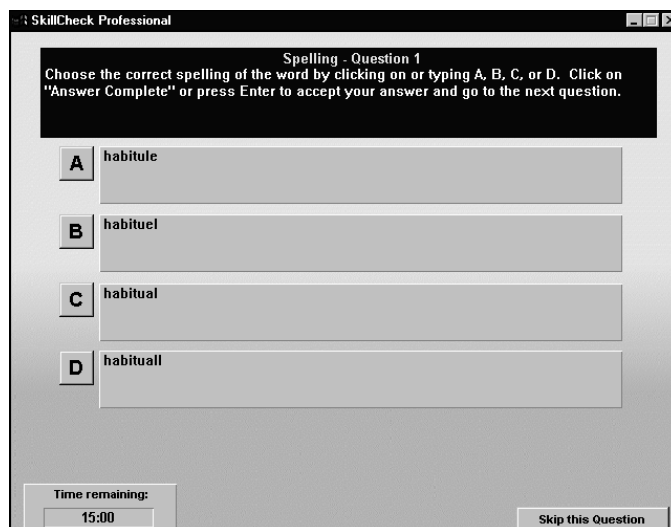
- Business English (Spelling, Grammar, Vocabulary)
- Business Mathematics
- Clerical Skills (Checking, Coding, Filing)
- Customer Service Skills
- Receptionist Skills
- Secretarial Skills
- Telephone Skills
- Accounting
- Computer Literacy
- Computer Programming Skills
- Call Center Skills
- Medical 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 word problem is presented: "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.)". A white rectangular input field is centered below the text. At the bottom right of the window, there 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

Filing - Question 1

Click on the drawer where you would file this item: Charles, Roy C.
Click on the "Answer Complete" button or press Enter when done.

A-C	J-L	S-T
D-F	M-O	U-W
G-I	P-R	X-Z

Time remaining: 14:59

Answer Complete
Skip this Question

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 screenshot shows a window titled "SkillCheck Professional". Inside, a black box contains the text "Question 1" and "You have evidence that an employee is using the copying machine for personal use. You should:". Below this, four options are listed, each in a grey box with a lettered label on the left:

- A** Ignore it if you can't prove how extensively the employee is using the copying machine for his own use.
- B** Issue a general notice to those under your supervision not to use the copying machine for their personal use.
- C** Advise the employee that his abuse of the machine is costing the company time and money, and warn him not to do it again, but do not make a record of the abuse if it is a first offense.
- D** Advise the employee that his abuse of the machine is costing the company time and money, make a record of the abuse, and warn him that he could lose his job if the abuse continues.

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.

AccountingKnowledge

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	\$ 2.50
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 the Question

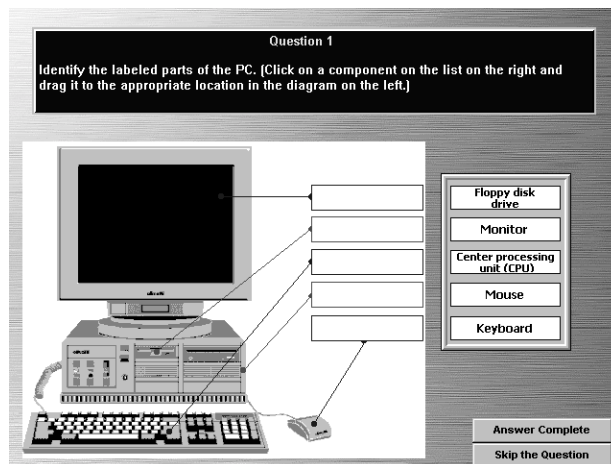
The *SkillCheck Professional Plus Accounting* package includes computer-based tests that can effectively evaluate knowledge and skills in key areas of accounting and bookkeeping, including:

- 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.

DigitalLiteracy Skills



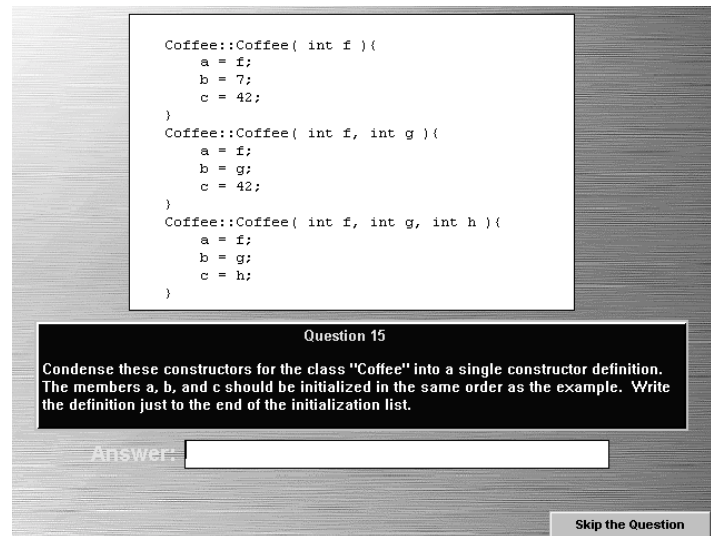
The *SkillCheck Professional Plus DigitalLiteracy* package includes questions covering a wide variety of skills related to how to use computers. These include skills-based questions (multiple-choice, true-false, fill-in-the-blank, matching, etc.) that cover computer hardware, software, networks, the 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 DigitalLiteracy* package provides a variety of standard tests, including:

TEST	DESCRIPTION
Digital Literacy - Computing	A test covering different areas of computer use, including hardware, software, use of networks and problem solving. Questions in this test are both skill based and performance based.
Digital Literacy - Internet	A test covering knowledge of electronic mail and the Internet, with both performance-based and knowledge-based test questions.
Digital Literacy - 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 Outlook - Standard	A test consisting of performance-based, interactive questions covering basic use of Microsoft's Outlook program.
Internet Explorer - Standard	A test consisting of performance-based, interactive questions covering basic use of Microsoft's Internet Explorer Web-browsing program.
Netscape Navigator - Standard	A test consisting of performance-based, interactive questions covering basic use of Netscape's Navigator Web browsing program.

SkillCheck Professional Plus DigitalLiteracy package allows you to create your own tests by selecting from a database of over 200 different Digital Literacy questions. See the *Professional Plus TestMaker* documentation for more information on creating custom tests.

IT Skills



The screenshot shows a programming test interface. At the top, a white box contains C++ code for a class named 'Coffee'. Below this, a black box with white text presents 'Question 15', asking the user to condense three constructors into a single one. Underneath the question is an 'Answer:' label followed by a text input field. In the bottom right corner, there is a 'Skip the Question' button.

```
Coffee::Coffee( int f ){  
    a = f;  
    b = 7;  
    c = 42;  
}  
Coffee::Coffee( int f, int g ){  
    a = f;  
    b = g;  
    c = 42;  
}  
Coffee::Coffee( int f, int g, int h ){  
    a = f;  
    b = g;  
    c = h;  
}
```

Question 15

Condense these constructors for the class "Coffee" into a single constructor definition. The members a, b, and c should be initialized in the same order as the example. Write the definition just to the end of the initialization list.

Answer:

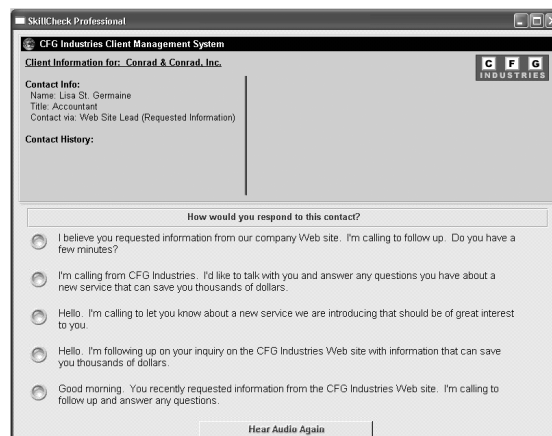
Skip the Question

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 tests).

Questions in each test are **knowledge based** using 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 tests for call center knowledge and skills, including:

TEST	THIS TEST MEASURES
Call Center Customer Service Scenarios	See page 20 for an explanation of this test.
Call Center Sales Scenarios	See page 21 for an explanation of this test.
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.

SkillCheck's Call Center Customer Service Scenarios Test

Test in a Real-World Call Center Environment

SkillCheck's Customer Service Scenarios test places a candidate in a real-world, call-center, customer-service situation in which a candidate interacts with customers with a variety of needs and problems.

By responding to multimedia questions, comments and requests from customers, candidates must solve problems and provide information in the most respectful and effective manner possible.

The screenshot shows the SkillCheck Professional interface for a simulated call center environment. At the top, it says "Global Excursions Call Center" and "Today's Date: May 10". Below this, there are fields for "First Name:", "Last Name:", and "Account #:" with an "Enter" button. A "Product Information" button is also visible. The main area displays customer information for "Record for: Peter Smith, Account Number: 123456789". It lists the address (37 Mason St., City: Kansas City, State: MO, Zip: 64129), telephone (314-621-3618), and e-mail address (psmith@altrua.com). There is a "Purchase History" section showing "Sunbeam Cruise... May 24" and "European Excursion, Aug 22", each with a "< More Info" button. Below this, there are checkboxes for "Include in mailing list" (checked) and "Include in e-mail newsletter list" (unchecked). A text box contains instructions: "When you are interacting with the simulated customer relations management system, you may be asked to specify information (such as a customer name or account number), or to find specified data (such as looking up a customer's account or details for a particular trip). You can also click on buttons on the screen to find specific product or company policy information needed to answer a question. The instructions in red that appear below the customer relations management section of the screen will always specify the action you are required to perform." A "Next >>" button is at the bottom of the text box. At the very bottom, there are "Help" and "Hear Caller Again" buttons.

Test candidates quickly and efficiently

SkillCheck's Customer Service Sales Scenarios test utilizes a unique adaptive testing model in which customer service situations become more or less complex; depending on how well the candidate performs on each call. This methodology allows you to zero in on a candidate's level of ability in the shortest amount of time.

The detailed reporting that appears at the end of a SkillCheck Call Center Scenarios test (reproduced on the following pages) provides detailed information on the candidate's overall performance, and their performance on each relevant scale

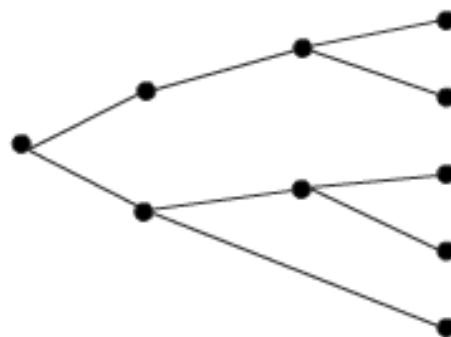
The screenshot shows the SkillCheck Professional interface for a simulated call center environment. At the top, it says "Global Excursions Call Center" and "Today's Date: May 10". Below this, there are fields for "First Name:", "Last Name:", and "Account #:" with an "Enter" button. A "Product Information" button is also visible. The main area displays a question: "How would you respond to this customer?". Below the question are five radio button options: "Can I have your name or account number?", "Do you have a problem with this service?", "Why do you want to do that?", "You will be missing out on a lot of potential bargains if you decide to stop getting our newsletter.", and "I'd be happy to help you with that. Can I please have your name or account number?". At the bottom, there is a "Hear Caller Again" button.

Measurement on multiple critical scales

Each time a candidate has an exchange with a customer, their response is measured on the critical scales of Manners and Effectiveness.

Candidates also interact with an automated Customer Relations Management system to determine an Accuracy scale, measuring their ability to work in an automated customer-service environment.

Finally, each call is rated based on the candidate's ability to analyze the nature of the call and to choose the most appropriate follow up actions.



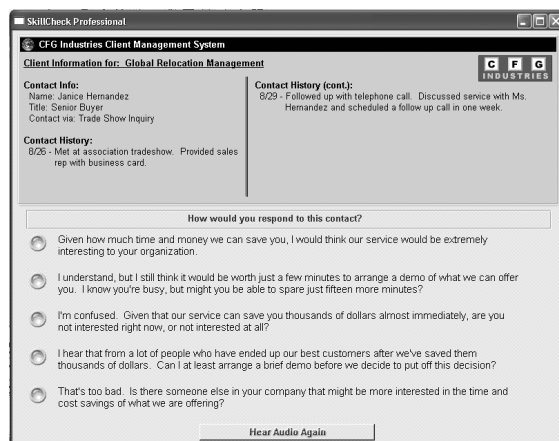
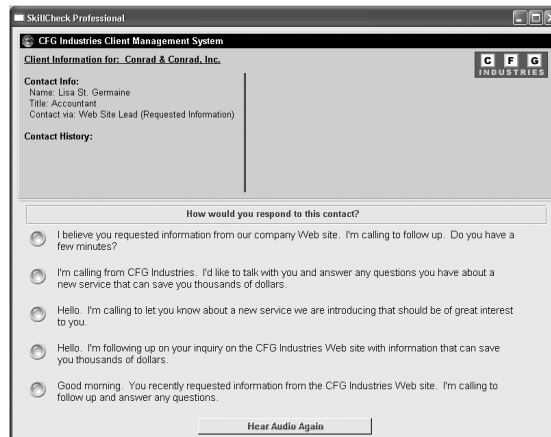
Adaptive Testing Model

SkillCheck's Call Center Sales Scenarios Test

Test in a Real-World Call Center Environment

SkillCheck's multimedia Sales Scenarios test places candidates in real-world, call-center, sales situations where he or she must interact with contacts and prospects with a variety of needs and questions.

By responding to live questions, comments and requests, candidates must move contacts through the sales cycle to a successful closing.



Measurement on multiple critical scales

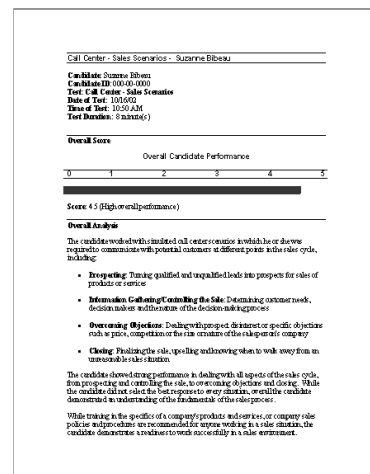
Each time candidates have an exchange with a contact or prospect; their responses are measured on one of several critical scales:

- Prospecting
- Information Gathering/Controlling the Sale
- Overcoming Objections
- Closing

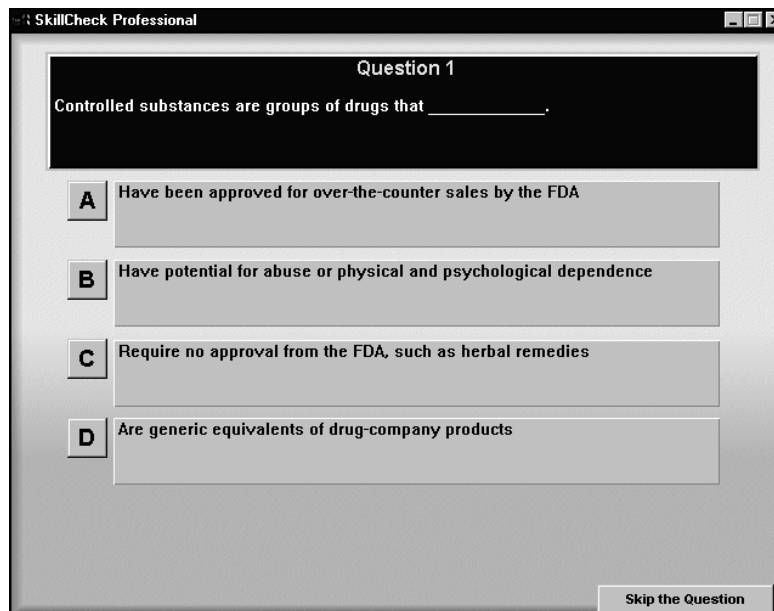
A candidate's performance on the test is based on how well they perform in each of these critical sales areas.

Detailed Reporting

At the end of a SkillCheck Sales Scenarios test, a test report (reproduced on the following pages) provides detailed information on the overall performance of candidates, and their performance on each relevant scale.



MedicalOffice/Nursing



The *SkillCheck Professional Plus MedicalOffice* and *Nursing* packages includes computer-based tests that can effectively evaluate knowledge needed by those working in a medical environment. This can include medical secretaries, nurses or other working in health care or other medical professions. Tests include:

Medical Office Test Package

- Medical Secretary
- Medical Insurance
- Medical - Abbreviations
- Medical - Cardiovascular
- Medical - Dental
- Medical - Endocrine
- Medical - Gastrointestinal
- Medical - Integumentary
- Medical - Musculoskeletal
- Medical - Neurological
- Medical - Oncological
- Medical - Ophthalmological
- Medical - Otolaryngology
- Medical - Pediatric
- Medical - Pharmacological
- Medical - Prefixes/Suffixes
- Medical - Psychiatric
- Medical - Respiratory
- Medical - Urogenital
- Medical Billing - Entry Level
- Medical Billing - Standard
- Medical Billing - Forms
- Medical Coding - Standard
- Typing Test - Medical
- Audio Transcription - Medical
- Shorthand (Audio) - Medical
- Spelling - Medical
- Vocabulary - Medical

Nursing Test Package

- Nursing - Critical Care*
- Nursing - Dosage Calculations*
- Nursing - Emergency Room *
- Nursing - Medical Coding (ICD-9-CM)*
- Nursing - Neonatal ICU*
- Nursing - Surgical*
- Nursing - Pediatric *
- Nursing - Psychiatric*
- Nursing - Radiology*

The *SkillCheck Professional Plus MedicalOffice* and *Nursing* packages allows you to create your own tests using a database of hundreds of knowledge-based medical and nursing 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.

Additional Skills Tests

SkillCheck also provides testing in the following areas:

Product	Description	Tests Included	Number of Questions
Food Services	Screen applicants on the basics of food hygiene, food storage and disease prevention, and test for specific knowledge of clinical nutrition, world cuisine and food preparation techniques.	<ul style="list-style-type: none"> • Food Service - General Knowledge • Food Service - Nutrition • Food Service - Preparation • Food Service - Sanitation 	175
Industrial Skills	Test general knowledge and skills in machine skills and industrial mathematics as well as specific knowledge in a variety of disciplines, including construction, automotive, plumbing, electrical work and industrial safety.	<ul style="list-style-type: none"> • Industrial Safety - Fire/Personnel • Industrial Safety - HAZMAT (US) • Industrial Safety - HAZMAT (Canada) • Industrial Safety - Warehouse and Vehicles • Industrial Skills - Automotive • Industrial Skills - Construction • Industrial Skills - Machines • Industrial Skills - Metalworking • Industrial Skills - Industrial Math • Industrial Skills - Plumbing • Industrial Skills Quick Assessment - Electrical • Industrial Skills Quick Assessment - Woodworking 	221
Retail Sales Skills	Tests measure knowledge and skills required for effective sales work in a retail environment based on standards established by the National Retail Foundation (NRF) for the National Skills Standard Board (NSSB).	<ul style="list-style-type: none"> • Retail Sales - Inventory Coding • Retail Sales - Customer Service • Retail Sales - Learning Products • Retail Sales - Retail Math • Retail Sales - Retail Reading • Retail Sales - Store Security • Retail Sales - Sales & Promotion • Retail Sales - Inventory Sorting • Retail Sales - Employee Teamwork 	143

Product	Description	Tests Included	Number of Questions
Staffing/HR Knowledge	SkillCheck's <i>Staffing and HR Knowledge</i> test package includes tests on a wide variety of knowledge and skills required by staffing and HR professionals, including assessments that can help you prepare for CTS certification.	<ul style="list-style-type: none"> • Staffing - Benefits and Eligibility • Staffing - CPC Certification Prep • Staffing - HR Legal Quick Assessment • Staffing - HR Generalist • Staffing - HR Legal • Staffing - HR Generalist Quick Assessment • Staffing - Interviewing Quick Assessment • Staffing - Interview and Screening • Staffing - Benefits Quick Assessment • Staffing - Benefits and Eligibility • Staffing - CTS Certification Prep • Staffing - Interview Quick Assessment • Staffing - Interviewing and Screening • Staffing - Temp Services Legal Quick Assessment • Staffing - Benefits Quick Assessment • Staffing - Operations Quick Assessment • Staffing - Temp Services Legal • Staffing - Temp Services Operations • Staffing - Temp Services Quick Assessment • Staffing - Temp Services Generalist 	194

Each of these products provides a set of standard tests, as well as providing access to databases of hundreds of test questions that can be combined with questions from any SkillCheck product to create custom assessments. See the Professional Plus TestMaker documentation for information on creating and customizing tests.