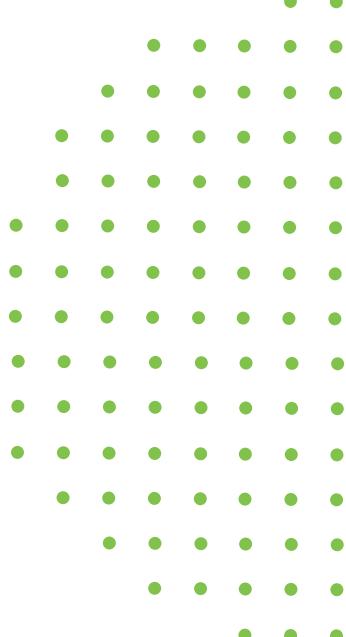




# Hire with confidence

**K<sup>X</sup> Skills Collection**

Product catalog



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# Businesses that use pre-hire assessments are **36% more likely** than all others to be satisfied with their new hires.

*Pre-Hire Assessments: An Asset for HR in the Age of the Candidate*  
Zach Lahey, Aberdeen 2015



**1,500+**  
off-the-shelf mobile  
responsive assessments

**44+**  
languages

**30 million+**  
assessments administered  
annually

**30+ years**  
of behavioral science  
expertise backed by I/O  
psychologists

K<sup>X</sup> Skills Collection use behavioral science techniques to measure traits, skills, and fit of candidates and/or employees. A team of I/O psychologists and 30+ years of behavioral science expertise have ensured the portfolio – which can easily complement your existing assessments solutions – includes, but is not limited to:

- Job evaluation tools to help predict executive performance
- Functional behavior assessments to find the best fit for hourly employees
- Skills assessments to help you sift through talent pools
- Proven, valid, and legally defensible assessments

# Assess the candidate to predict fit and performance.

Click the labels below to see details.

## WHAT KIND OF JOB ARE YOU TRYING TO FILL?

|                          |                |                                  |                |            |             |
|--------------------------|----------------|----------------------------------|----------------|------------|-------------|
| Accounting/<br>Finance   | Administrative | Call Center/<br>Customer Service | Cyber Security | Healthcare | Hospitality |
| Industrial/<br>Warehouse | IT/Technical   | Legal                            | Management     | Sales      | Software IT |

## LEARN MORE ABOUT THE TYPES OF INSIGHTS WE PROVIDE

|           |                           |     |        |                     |
|-----------|---------------------------|-----|--------|---------------------|
| Abilities | Behavior &<br>Personality | Fit | Skills | Specialty Offerings |
|-----------|---------------------------|-----|--------|---------------------|

## LEARN MORE ABOUT OUR TEST EXPERIENCE OPTIONS

|                      |              |                   |          |        |                 |
|----------------------|--------------|-------------------|----------|--------|-----------------|
| Computer<br>Adaptive | Data Entry   | Fill-in-the-blank | Skills   | Likert | Multiple Choice |
| Open Response        | Proofreading | Simulation        | Spelling | Typing |                 |

Are you a staffing agency? We have solutions for you. Get in touch →

# What kind of job are you trying to fill?

| Job Function                 | Description  | Highlights   |
|------------------------------|--|--|
| Accounting/Finance           | When a position is critical to your finances, a hiring mistake can have a serious impact on your business. Increase your organization's revenue and your clients' portfolios by hiring skilled accounting, banking, and financial personnel. | <ul style="list-style-type: none"> <li>• Accounting Terminology - Advanced</li> <li>• Accounting Terminology - Basic</li> <li>• Accounts Payable</li> <li>• Accounts Receivable</li> <li>• ACCPAC Pro Series</li> <li>• <b>Administrative Selector</b></li> <li>• ADP - Payroll</li> <li>• Advanced Accounting</li> <li>• Auditing</li> <li>• AUS Bookkeeping</li> </ul> <p><a href="#">View all accounting/finance assessments →</a></p>  |
| Administrative               | An amazing administrative hire can change the way your team operates. Our assessments measure a wide range of general clerical proficiencies and specialized skills used in today's work environment.  | <ul style="list-style-type: none"> <li>• Advanced Spelling</li> <li>• Algebra</li> <li>• Analytical Skills</li> <li>• Arithmetic [Fill-in-the-blank]</li> <li>• Audio Typing [5 Minutes]</li> <li>• AUS-NZ Advanced Spelling</li> <li>• AUS-NZ Analytical Skills</li> <li>• AUS-NZ Basic Computer Terminology</li> <li>• AUS-NZ Basic Office Skills</li> <li>• AUS-NZ Basic Office Skills [No Math]</li> </ul> <p><a href="#">View all administrative assessments →</a></p>  |
| Call Center/Customer Service | Your organization's reputation is at stake with every service interaction. Ensure your representatives are qualified in assessing customers' needs and processing information professionally and efficiently.                                | <ul style="list-style-type: none"> <li>• AUS-NZ Call Centre Customer Service Survey</li> <li>• AUS-NZ Call Centre Environment [audio]</li> <li>• AUS-NZ Call Centre Inbound Sales Skills</li> <li>• AUS-NZ Call Centre Outbound Sales Skills</li> <li>• AUS-NZ Call Centre World Geography</li> <li>• Call Center 911 Operators</li> <li>• Call Center Advanced Spelling [Audio]</li> <li>• Call Center Basic Spelling [audio]</li> <li>• Call Center Consumer Collections</li> <li>• Call Center Customer Service Scenarios</li> </ul> <p><a href="#">View all call center/customer service assessments →</a></p> |

| Job Function         | Description  | Highlights   |
|----------------------|--|--|
| Cyber Security       | Cyber Security Aptitude Tests identify talent with the ability to support efforts to counter cyber threats. By assessing the behavioral attributes and cognitive aptitude required for success in cyber roles, the tests focus on identifying latent ability – traits that are hidden and not yet developed – in cyber roles rather than existing skill. | <ul style="list-style-type: none"> <li>• Commercial Cyber Aptitude Test (CCAT)</li> <li>• Commercial Cyber Aptitude Test (CCAT) - Timed Version</li> </ul> <p><a href="#">View all cyber security assessments →</a></p>  |
| Healthcare           | The healthcare industry is growing at a rapid rate and our assessments employ extensive research techniques to meet the industry's testing demands. Our assessments effectively identify a variety of skill sets ranging from medical records and billing to administrative and clinical personnel.  | <ul style="list-style-type: none"> <li>• Age Appropriate Testing</li> <li>• AUS-NZ Medical Spelling</li> <li>• AUS-NZ Medical Terminology - General</li> <li>• AUS-NZ Typing - Medical [1 Minute Onscreen]</li> <li>• AUS-NZ Typing - Medical [3 Minute Onscreen]</li> <li>• AUS-NZ Typing - Medical [5 Minutes Onscreen]</li> <li>• Bloodborne Pathogens - Infection Control</li> <li>• Canadian Medical Spelling</li> <li>• Cultural Diversity</li> <li>• Dental Assistant</li> </ul> <p><a href="#">View all healthcare assessments →</a></p> |
| Hospitality          | Hiring for the numerous positions within the hospitality industry can be daunting. But while the range of positions is vast, they have one thing in common: front-of-house positions can be the determining factor in brand loyalty. Assess which candidates will be the best and brightest representatives for your organization.                       | <ul style="list-style-type: none"> <li>• Hospitality Associate Selector Assessment</li> <li>• Hotel Manager Selector</li> </ul> <p><a href="#">View all hospitality assessments →</a></p>  |
| Industrial/Warehouse | With a severe shortage of skilled workers for industrial jobs and continued growth in the industry, it's imperative to find skilled candidates with the aptitude to fill open jobs. Select the right candidates with an assortment of assessments measuring positions ranging from an apprentice to master level.  | <ul style="list-style-type: none"> <li>• Arithmetic</li> <li>• Assembly and Matching</li> <li>• AUS-NZ Basic Arithmetic</li> <li>• AUS-NZ Basic Industrial Skills</li> <li>• AUS-NZ Blue Collar OH&amp;S</li> <li>• AUS-NZ White Collar OH&amp;S</li> <li>• AUS-NZ Entry Level Industrial Skills</li> <li>• AutoCAD 2004</li> <li>• AutoCAD 2006</li> <li>• AutoCAD 2007</li> </ul> <p><a href="#">View all industrial/warehouse assessments →</a></p>   |

| Job Function  | Description  | Highlights   |
|---|--|--|
| IT/Technical  | <p>Technical assessments can be a critical element of the interviewing process, providing essential information about the actual skill set of any candidate. Keep up with the pace of change in technology by evaluating your applicants' IT capabilities, from hundreds of assessments covering basic computer knowledge to advanced programming.</p> | <ul style="list-style-type: none"> <li>• .NET Framework 2.0</li> <li>• .NET Framework 3.0</li> <li>• .NET Framework 4.0</li> <li>• .NET Framework 4.5</li> <li>• .NET Framework 4.7</li> <li>• .NET Programming - ASP 2.0</li> <li>• .NET Programming - ASP 3.5</li> <li>• .NET Programming - ASP 4.0</li> <li>• .NET Programming - ASP 4.5</li> <li>• .NET Programming - ASP 5.0</li> </ul> |
| <a href="#">View all IT/technical assessments →</a> |  |  |
| Legal   | <p>Employment in the legal industry has fluctuated, but despite the recent uptick in legal employment, there are still a disproportionate number of applicants for the number of positions. Using assessments will help narrow down your large applicant pool to candidates that have the essential expertise for a variety of legal positions.</p>    | <ul style="list-style-type: none"> <li>• AUS-NZ Legal Assistant</li> <li>• AUS-NZ Legal Spelling</li> <li>• AUS-NZ Legal Vocabulary</li> <li>• Basic Litigation Knowledge</li> <li>• Canadian Legal Assistant</li> <li>• Canadian Legal Spelling</li> <li>• Canadian Legal Vocabulary</li> <li>• Canadian Paralegal Skills</li> <li>• Concordance</li> <li>• Concordance 10</li> </ul>       |
| <a href="#">View all legal assessments →</a>        |  |  |
| Management  | <p>Selecting and developing the next generation of leaders has significant consequences to the future growth of your organization. Designed for selection and development in upper mid-level and executive roles, this family of assessments ranges from fully automated to consultant-driven and can even incorporate an interview.</p>               | <ul style="list-style-type: none"> <li>• Leadership Behaviors Assessment</li> <li>• Leadership Preference</li> <li>• Manager Selector</li> </ul>   |
| <a href="#">View all management assessments →</a>   |  |  |
| Sales   | <p>Rarely do organizations question the importance of hiring a great sales person. Our assessments provide a way to accurately measure the skills, fit, and behaviors of getting in the door, demonstrating value to the prospect, presentation, and closing the deal. Directly impact your business by hiring people that bring in the money!</p>     | <ul style="list-style-type: none"> <li>• Advanced Sales Questionnaire (ASQ)</li> <li>• Logical Reasoning Practice Test</li> <li>• Numerical Reasoning Practice Test</li> </ul>   |
| <a href="#">View all sales assessments →</a>        |  |  |

| Job Function | Description  | Highlights   |
|--------------|--|--|
| Software     | <p>Software applications have become essential to everyday business needs. Our Microsoft assessments provide full program simulations and we have partnered with Microsoft to provide accessible solutions to those with disabilities. Our simulations require the test taker to complete an actual software task in a fully functional software environment. To provide the utmost reliability, our simulations support a variety of ways to answer questions, including menus, icons, double-clicking, single clicking, right-clicking, and short-cut keys without any need for a plug-in.</p> | <ul style="list-style-type: none"><li>• Adobe Acrobat 7.0 Standard</li><li>• Adobe Acrobat 8.0 Standard</li><li>• Adobe Acrobat 9.0 Standard</li><li>• Adobe Acrobat X</li><li>• Adobe Acrobat XI</li><li>• Adobe Dreamweaver - Creative Cloud</li><li>• Adobe Flash CS3 Professional</li><li>• Adobe Flash Professional CS5</li><li>• Adobe Flex 3</li><li>• Adobe Illustrator - Creative Cloud</li></ul> |

[View all software assessments →](#)

# Learn more about the types of insights we provide

## Abilities

Reasoning assessments designed to identify individuals' capacity to evaluate, analyze, approach problems, and find resolutions.

## Highlights

- CAT Logical Reasoning Test
- CAT Numerical Reasoning Test
- CAT Verbal Reasoning Test

### CAT Numerical Reasoning Test

1 %tile

Individuals naturally equipped with Numerical Reasoning can easily relate to quantifiable terminology. They are most likely attracted to problems that can be worked out from a mathematical, rather than a theoretical standpoint. Breaking down various situations into numerical components provides a more clear understanding for them. Furthermore, people who are dominant in Numerical Reasoning like to have concrete answers or facts; therefore, they may not be as comfortable with abstract or conceptual terminology.

People who scored similarly are likely to:

- Find dealing with numerical concepts troublesome. Struggles to understand and reason through numerical problems.
- Become intimidated or uncomfortable when presented with a lot of numerical information.

#### Suggestion to Improve

- Your responses suggest that you struggle to solve numerical problems and process mathematical information.
- Surround yourself with people who are proficient at solving numerical problems. Ask them to explain how they came to a conclusion based on the information in front of them and try to replicate that the next time a similar problem arises.
- Ask for quantitative data well in advance of a scheduled team or company meeting. Always give yourself extra time to grasp the meaning and impact of reports. Over time, your level of comfort can improve.
- Identify the most simple mathematical calculations required for your job and start practicing them. By developing the most essential skills first, you will have a solid foundation to build upon.
- Talk to others about the training or education they received in the past. It is possible you may need to take a class or sign up for a training session to focus solely on your math skills for a period of time.

## Behavior & Personality

Assessments tailored to individual positions at various levels and industries. We combine predictive personality traits with position-appropriate situational judgment items and reasoning ability where fitting.

## Highlights

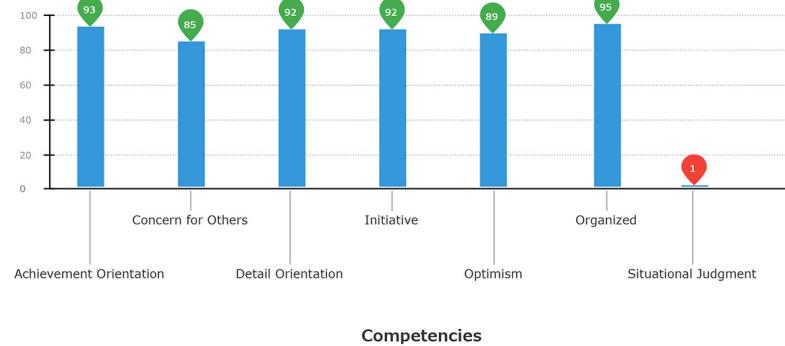
- Selectors for Professional and/or Manager roles
- Performance Indicators
- Selectors for Hourly Roles

### Service Associate Selector

85 %tile

### Service Associate Selector

85 %tile



## Fit

Comprised of our Cultural Match and Job Fit offerings, this family of assessments is designed to meet many needs, including selection across multiple positions, and identifying candidates whose values best match those of your organization and the job in question.

### Highlights

- Job Fit Bank Teller
- Job Fit Call Center
- Job Fit Hospitality Associate
- Job Fit Industrial Warehouse Worker
- Job Fit Retail Associate
- Job Fit Sales
- Organizational Culture Match

#### What the overall score means:

This person fits the Call Center Representative job profile better than 87 percent of candidates.

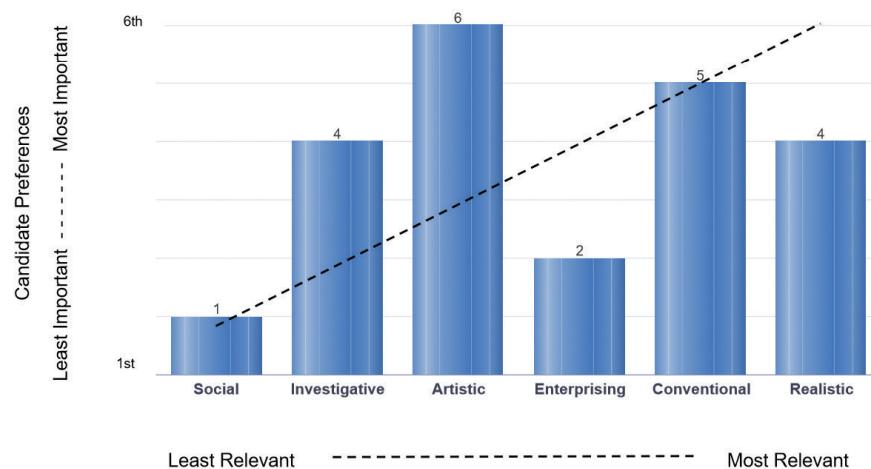


Weak Fit

Strong Fit

#### How the candidate compares to the job profile:

This chart compares the candidate's work preferences to the job profile. The bars display how strongly the candidate preferred each work dimension. The black dotted line is the Ideal Job Profile, and displays the relevance of each work dimension to the job. The candidate is a good fit if the bars are close to the dotted line. If a candidate scored the same (tied) on multiple work dimensions, they were given the same ranking.



## Skills

Content validated assessments measure specific skills or knowledge in accounting, administrative, call center, financial, healthcare, industrial, legal, software, and IT/technical positions.

### Highlights

- Basic Office Skills
- Call Center Environment
- Data Entry
- Microsoft Office
- Typing

#### Safety in the Workplace

1 %tile

#### Detail Score Report

| Q# | Status    | Task                                  | Topic                              | Level    | Time     |
|----|-----------|---------------------------------------|------------------------------------|----------|----------|
| 1  | Incorrect | Leaking Package Response              | Material Handling & Storage Safety | Basic    | 00:00:01 |
| 2  | Incorrect | Forklift Equipment for Unbanded Items | Powered Industrial Vehicles        | Advanced | 00:00:01 |
| 3  | Correct   | Driving a Forklift at a New Company   | Powered Industrial Vehicles        | Basic    | 00:00:01 |
| 4  | Incorrect | Reading the MSDS                      | General Safety                     | Basic    | 00:00:01 |
| 5  | Incorrect | Locked Out Stretch Wrapper            | Machine Safety                     | Basic    | 00:00:01 |
| 6  | Incorrect | recognizing radiation hazard          | Material Handling & Storage Safety | Basic    | 00:00:01 |
| 7  | Incorrect | PIV Re-training                       | Powered Industrial Vehicles        | Advanced | 00:00:01 |
| 8  | Incorrect | Responsibility for Safety             | General Safety                     | Basic    | 00:00:01 |

## Specialty Offerings

Comprised of our Cultural Match and Job Fit offerings, this family of assessments is designed to meet many needs, including selection across multiple positions, and identifying candidates whose values best match those of your organization and the job in question.

## Highlights

- Leadership Behavioral Assessment
- Leadership Preference
- Learning Styles Questionnaire
- Motivation Questionnaire
- Occupational Personality Inventory
- Onboarding Assessment

| Inspiring People  |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
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| Achieving Excellence  |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
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| Detail Orientation  |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
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| Initiative  |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
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| Organized   |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
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| Risk Orientation  |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
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| Self Control  |   |   |   |   |   |   |   |   |    |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |                         |  |  |  |  |  |  |  |  |  |  |   |   |   |   |   |   |   |   |   |    |  |

# Learn more about our test experience options

## Computer Adaptive

Computer Adaptive Testing (CAT) is designed to adjust the difficulty of the items administered based on the test taker's responses (success or failure), thereby minimizing seat time and increasing test security. As such, the items that test takers are presented vary depending on test taker behaviors. These assessments are designed to identify individuals' cognitive abilities including numerical, verbal, and logical reasoning.

Driving Distance Chart (miles)

| Aberdeen | 63  | Aviemore | Ft William | Oban | Perth | Pitlochry | Stranraer | Stirling | Thurso | Ullapool |
|----------|-----|----------|------------|------|-------|-----------|-----------|----------|--------|----------|
| 157      | 60  | 48       |            | 92   | 26    |           |           |          |        |          |
| 179      | 108 | 106      |            | 91   | 145   | 168       |           |          |        |          |
| 84       | 81  | 75       |            | 35   | 58    | 112       |           |          |        |          |
| 93       | 55  | 75       |            | 22   | 192   | 360       | 250       |          |        |          |
| 228      | 222 | 182      | 172        | 19   | 192   | 193       | 120       |          |        |          |
| 119      | 112 | 96       | 86         | 165  | 139   | 306       | 120       |          |        |          |
| 211      | 139 | 174      | 222        | 19   | 192   | 360       | 250       | 193      |        |          |
| 158      | 84  | 109      | 158        | 165  | 139   | 306       | 120       | 193      | 120    | Ullapool |

**OPTIONS**

\$17.85      LOCKED

\$17.90

\$17.95

... -- -

**SUBMIT ANSWER**

## Data Entry

Data entry assessments require the test taker to type information into a simulation of a spreadsheet or form. The session consists of entering a series of numbers or characters. The results report indicates the speed, in keystrokes per hour, and accuracy of the data entry session. These assessments are available in audio, hardcopy, onscreen, one screen, or multiscreen formats.

Type the information from the table to the corresponding table below it. Use the 'TAB' or 'Enter' key to advance to the next field or SHIFT+TAB to move backwards. The data you input will go DOWN each column. Select the 'Submit Answer' button to complete this section.

| Column 1 | Column 2 | Column 3 | Column 4 | Column 5 |
|----------|----------|----------|----------|----------|
| 1426.36  | 45649.21 | 45632.12 | 2819.92  | 74152.33 |
| 23569.95 | 1236.96  | 41526.55 | 74069.32 | 625.22   |
| 74158.56 | 14825.36 | 7418.22  | 74921.23 | 41935.22 |
| 14912    | 32156.36 | 41965.89 | 5263.07  | 46328.33 |
| 98745.41 | 742.36   | 17935.14 | 82934.12 | 4109.51  |
| 1459.52  | 52639.63 | 4108.3   | 71395.13 | 50302.6  |
| 85217.19 | 45219.36 | 12895.05 | 3152.1   | 14502.33 |
| 3256.01  | 27699.24 | 3720.27  | 46402.2  | 2995.43  |

| Column 1 | Column 2 | Column 3 | Column 4 | Column 5 |
|----------|----------|----------|----------|----------|
|          |          |          |          |          |
|          |          |          |          |          |
|          |          |          |          |          |
|          |          |          |          |          |
|          |          |          |          |          |

**SUBMIT ANSWER**

## Fill-in-the-blank

A fill-in-the-blank question consists of a phrase, sentence, or paragraph with a blank space where the test taker types the appropriate answer.

**Practice Question:** Type the answer to the arithmetic question on the left to the corresponding field on the right. Do not use any symbols, such as currency, decimals, or periods in your response. When you are finished with the practice section, select the "Submit Answer" button.

**Calculate**

$1 + 1 =$

**Calculate**

$2 + 1 =$

**Calculate**

$3 + 1 =$

**Calculate**

$4 + 1 =$

**Calculate**

$5 + 1 =$

**SUBMIT ANSWER**

## Skills

Comprised of our Cultural Match and Job Fit offerings, these assessments are designed to meet many needs, including selection across multiple positions, career development, and identifying candidates whose values best match those of your organization and the job in question.

### Job Fit

#### Question 1 of 1

Select which of the following job characteristics are most important to you and least important to you by dragging and dropping each item into one of the boxes at the bottom of the screen. The text in the boxes will indicate how many items you need to add to each box in order to move forward to the next step. Once you have completed step 4, you will move to a final summary page (step 5) where you can review and make changes to your selections before submitting them.

|                                |                                |                                |                                |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Abide by policies/procedures   | Create new designs or models   | Maintain a work routine        | Talk to others                 |
| Analyze data                   | Demonstrate originality        | Make important decisions       | Teach others                   |
| Be creative                    | Develop relationships          | Operate equipment/machinery    | Think critically               |
| Be in a leadership position    | Embrace the unconventional     | Oversee business activities    | Understand how things work     |
| Be organized                   | Engage in manual labor         | Pay attention to details       | Use logic to develop solutions |
| Be thorough and/or precise     | Evaluate complex concepts      | Perform clerical duties        | Use math or science            |
| Be unique                      | Examine and work with ideas    | Perform physical activities    | Use my imagination             |
| Build or repair things         | Express myself artistically    | Provide aid to those in need   | Work collaboratively           |
| Care for those around me       | Find beauty in my work         | Show concern for others' needs | Work with art or music         |
| Coach/develop others           | Follow directions exactly      | Solve difficult problems       | Work with my hands             |
| Code/categorize information    | Have the power to enact change | Solve practical problems       | Work with plants or animals    |
| Communicate my opinions/views  | Identify new business ventures | Spend time outdoors            | Work with powerful people      |
| Conduct research               | Keep and maintain records      | Start up new projects          |                                |
| Coordinate business operations | Learn new things               | Take risks in order to succeed |                                |

**Extremely Important**

**Extremely Unimportant**

Add 2 items

Add 2 items

[Continue to step 2 of 5](#) [Start over](#)

## Likert

A response style that asks test takers to specify their level of agreement. It is the most widely used approach to scaling responses. A common Likert scale could include: Strongly Disagree, Disagree, Neither Agree Nor Disagree, Agree, and Strongly Agree.

Select an option with which you agree the most.

I find people who are confident and sure of themselves to be annoying and bothersome.

Strongly Disagree

Slightly Disagree

Not sure/in between

Slightly Agree

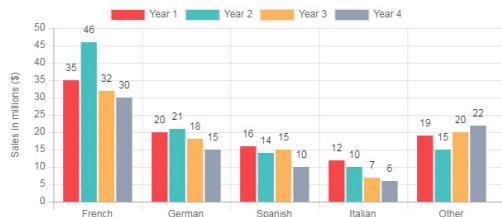
Strongly Agree

[BACK](#)

[NEXT >](#)

## Multiple Choice

A response style that asks test takers to select an answer from a list.



### OPTIONS

- 66.98%
- 69.60%
- 75.26% 🔒

[SUBMIT ANSWER](#)

## Open Response

These are unscored environments for Writing Samples, Reasoning, Translation Samples, and Code Samples. Gauging certain skills can be a highly subjective endeavor. While you may be able to write a grammatically correct sentence, it does not guarantee that you are a "good writer," so we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage customers to use it, free of charge.

**Please read the following instructions carefully and begin writing in response to its hypothetical parameters.**

You have received a scathing letter from a valued customer, Thomas Porter of Porter and Associates, regarding your Client Services Department. Mr. Porter, a partner of the company, reported that your company sent him the wrong order and felt the service representative was rude.

Respond to your customer with your apologies and provide at least two ideas to improve the service offered by your Client Services Department.

- State the purpose of your letter and include the improvements that are currently being made to the Client Services Department.
- Present your ideas clearly and logically.
- Review your letter for any errors in spelling, punctuation, and capitalization.

Compose your response

SUBMIT ANSWER

## Proofreading

Proofreading assessments present test takers with a text passage that contains spelling, grammar, and punctuation errors. These assessments measure a person's ability to recognize and correct the errors within the text passage.

Review the passage and correct, as appropriate. When you are finished making your edits, select the "Submit" button to score this assessment.

1. To modify a word, select the word you want to edit. After you have made your changes, select "Apply Changes". The changes you made will now be highlighted.
2. To correct punctuation errors, select the word closest to the punctuation and modify it and select "Apply Changes".
3. To undo any change that you've made, select the highlighted word. The original word will appear next to "Original Text:". Select the "Revert" link to replace your change with the original text and the word will no longer be highlighted.

At Café Lucci, entrees were of mixed quality, but the nightly pasta special was a delight. saffron pasta was served with prawns, arugula, and fresh tomato. The saffron sauce was marvelous, and the dish didnt skimp on this luxurious spice. The prawns are of a generous size, and they mingled perfectly with the slightly tart arugula to from a Distinctive pasta dish worth recommending. On the other hand. the risotto dish was disappointing. "Risotto con Salsicce' is a traditional rice dish cooked with fresh sausage, peppers, spinach, and parmesan. But once again, the chef had a heavy hand with the salt shaker, and the perfectly-cooked risotto was marred by the blandness of the accompanying sausage. Whatever you do, save room for desert, as that is where this restaurant truly shines. There version of tiramisu, the famous italian sweet, was rich and moist, and it's presentation on a plate dusted with chocolate made it a feast for the eyes as well as the taste buds. The "Crème Brulee" (a smooth cool custard encased in a crunchy shell of caramelized sugar was nothing short of divine!

You have 15 change(s) left to make.

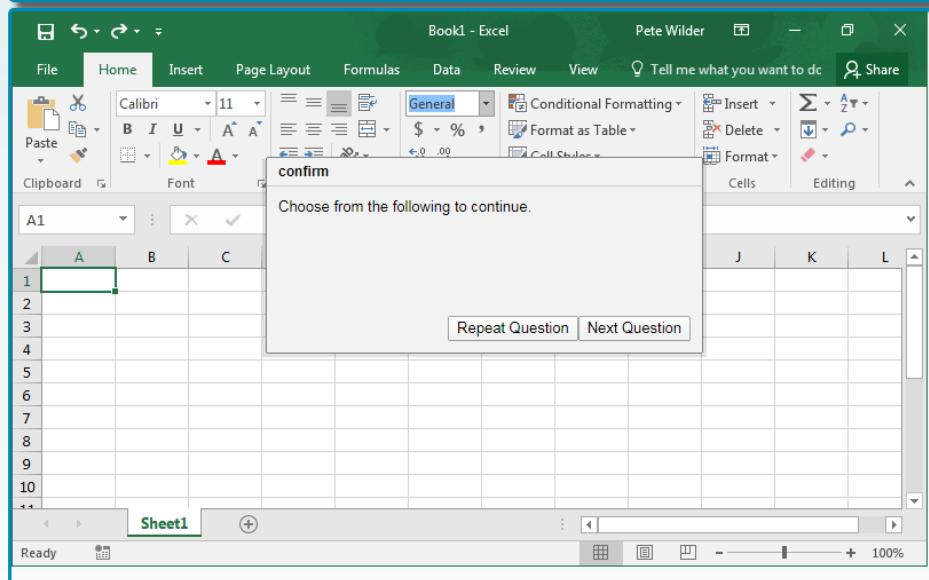
Finish

## Simulation

These assessments simulate the environment of a Microsoft desktop application. On each question, test takers are presented with a task and must correctly perform a step or series of steps to complete the task. If the task is completed correctly, the question is scored as correct. These assessments support the vast majority of short cut keys; applicants will not be adversely scored for using the most efficient means possible to answer questions.

### Question 1 of 30

Open the Excel workbook "Revenue.xls" from the default directory.



## Spelling

Spelling assessments measure the test taker's ability to spell correctly. The test taker is asked to identify whether a word is spelled correctly and, if this is not the case, they are tasked with correcting the spelling of the words via audio or onscreen formats.

Decide if the displayed word below is spelled correctly. If the word is spelled correctly, you can proceed to the next question. If the word is spelled incorrectly, make the necessary corrections and proceed to the next question.

[Reset](#)

[SUBMIT ANSWER](#)

## Typing

Typing assessments measure the speed and accuracy of a test taker's typing. The assessment presents the user with a passage he/she must type as accurately and quickly as he/she can. This assessment should be given to anyone whose typing speed needs to be measured. These assessments are available in audio, hardcopy, and onscreen formats.

Type the given paragraph in the space provided.

Skiing and snowboarding are affordable winter recreational activities that millions of people across the globe participate in every year. Local radio stations will occasionally take advantage of the high volume of skiers and snowboarders by holding events, offering discounted lift tickets, and providing other perks to help make the activity a bit more affordable for families. Once there, most ski resorts offer a variety of courses which range from beginner levels to more skilled/expert levels. Many resorts also offer terrain parks for any patron who wishes to try his or her luck on an array of obstacles and jumps with varying levels of difficulty.

For individuals who are just beginning to learn, many ski areas give you the option of taking a short instructional class which teaches safety and riding techniques. Even if a customer lacks his or her own equipment, resorts offer a full line of rental equipment, including skis, snowboards, poles, boots (both ski and snowboard specific), as well as helmets, goggles, and other safety gear. Many resorts also feature a "bunny hill" slope, a great place to start for people of all ages and skill levels to warm up on before venturing out onto the bigger slopes.

Skiing and

**SUBMIT ANSWER**

# K<sup>X</sup> SKILLS COLLECTION

## Product catalog

Select a category to see full list of available assessments.

|                    |                |                                 |                |
|--------------------|----------------|---------------------------------|----------------|
| Accounting/Finance | Administrative | Call Center/<br>CustomerService | Cyber Security |
| Healthcare         | Hospitality    | Industrial/Warehouse            | IT/Technical   |
| Legal              | Management     | Sales                           | Software       |

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ASK US ABOUT OUR CUSTOMIZATION OPTIONS.



| Job Function       | Assessments   | ● Behavioral Assessments |
|--------------------|---|--------------------------|
| Accounting/Finance | 1. Accounting Terminology - Advanced<br>2. Accounting Terminology - Basic<br>3. Accounts Payable<br>4. Accounts Receivable<br>5. ACCPAC Pro Series<br>6. <b>Administrative Selector</b><br>7. ADP - Payroll<br>8. Advanced Accounting<br>9. Auditing<br>10. AUS Bookkeeping<br>11. AUS-NZ Accounts Payable<br>12. AUS-NZ Accounts Receivable<br>13. AUS-NZ Advanced Accounting<br>14. AUS-NZ General Accounting<br>15. AUS-NZ MYOB Accounting Plus<br>16. AUS-NZ SAP for Users<br>17. <b>Bank Teller Selector</b><br>18. Bank Teller Skills<br>19. Basic Bank Teller Skills<br>20. Bookkeeping - Professional<br>21. Budget Aide Skills<br>22. Budget Officer Skills<br>23. Business Income Tax<br>24. BusinessObjects 5 - Client<br>25. Canadian Accounts Payable<br>26. Canadian Accounts Receivable<br>27. Canadian Advanced Accounting<br>28. Canadian Bookkeeping - Professional<br>29. Canadian General Accounting<br>30. Canadian Payroll<br>31. Casualty Insurance - Automobile<br>32. <b>CAT Logical Reasoning Test</b><br>33. <b>CAT Numerical Reasoning Test</b><br>34. <b>CAT Verbal Reasoning Test</b><br>35. Commercial Banking Knowledge<br>36. Commercial Collections<br>37. Commercial Insurance Knowledge<br>38. Corporate Tax Accounting<br>39. Cost Accounting<br>40. Credit Analyst<br>41. Credit Management<br>42. <b>Engagement Indicator Assessment</b><br>43. Financial Analysis<br>44. Financial Management<br>45. Financial Math<br>46. Financial Spelling<br>47. Fixed Assets<br>48. General Accounting<br>49. General Ledger Knowledge<br>50. Great Plains<br>51. Individual Income Tax<br>52. International Financial Reporting Standards<br>53. Investment Management: US Equities and Equities Products<br>54. JD Edwards<br>55. <b>Learning Styles Questionnaire</b><br>56. Loan Officer Skills<br>57. Loan Processing<br>58. Loan Underwriting Knowledge<br>59. MAS 90 - Bookkeeping<br>60. <b>Motivation Questionnaire</b><br>61. MYOB Accounting Plus<br>62. NZ Accounts Payable<br>63. NZ Accounts Receivable<br>64. NZ Bookkeeping<br>65. NZ MYOB Accounting Plus<br>66. NZ Payroll<br>67. NZ Payroll Clerk<br>68. NZ Payroll Management<br>69. NZ Taxation Advanced<br>70. NZ Taxation Basic-Intermediate<br>71. <b>Occupational Personality Inventory Onboarding Assessment</b><br>72. Partnership Tax Accounting<br>73. Payroll<br>74. Payroll Clerk<br>75. Payroll Management<br>76. Peachtree 2007<br>77. PeopleSoft Financials<br>78. <b>Performance Indicator Assessment: Customer Service and Teamwork</b><br>79. <b>Performance Indicator Assessment: Customer Service, Engagement, Retention</b><br>80. <b>Performance Indicator Assessment: Customer Service, Engagement, Sales, Teamwork</b><br>81. <b>Performance Indicator Assessment: Customer Service, Engagement, Sales, Teamwork</b><br>82. <b>Performance Indicator Assessment: Customer Service, Engagement, Teamwork</b> |                          |

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| Job Function                  | Assessments  | ● Behavioral Assessments |
|-------------------------------|--|--------------------------|
| Accounting/Finance,<br>cont'd | 83. Performance Indicator Assessment:<br>Customer Service, Engagement,<br>Teamwork<br>84. Performance Indicator Assessment:<br>Customer Service, Retention, Sales<br>85. Performance Indicator Assessment:<br>Engagement, Sales, Teamwork<br>86. Performance Indicator Assessment:<br>Engagement, Teamwork<br>87. Property Insurance<br>88. Property Management<br>89. Purchasing Fundamentals<br>90. QuickBooks Pro 2006<br>91. QuickBooks Pro 2007<br>92. QuickBooks Pro 2008<br>93. QuickBooks Pro 2009<br>94. QuickBooks Pro 2010<br>95. QuickBooks Pro 2011<br>96. QuickBooks Pro 2012<br>97. QuickBooks Pro 2013<br>98. QuickBooks Pro 2013 v2<br>99. QuickBooks Pro 2015<br>100. QuickBooks Pro 2017<br>101. Quicken 2012<br>102. Quicken 2013<br>103. Reconciliation<br>104. <b>Retention Indicator Assessment</b><br>105. Sage Line 50<br>106. Sage Line 50 v12<br>107. Sage MAS 90/200<br>108. Sage Peachtree Pro 2012<br>109. Sage Simply Accounting Pro 2012<br>110. SAP for Users<br>111. Simply Accounting 2006<br>112. Simply Accounting 2010<br>113. South African Payroll<br>114. <b>Teamwork Indicator Assessment</b><br>115. Title Insurance Knowledge<br>116. U.K. Accounts Payable<br>117. U.K. Accounts Receivable<br>118. U.K. Advanced Accounting<br>119. U.K. General Accounting<br>120. U.K. Payroll<br>121. U.K. Payroll Management |                          |

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| Job Function   | Assessments  |
|----------------|--|
| Administrative | 1. Advanced Spelling<br>2. Algebra<br>3. Analytical Skills<br>4. Arithmetic [Fill-in-the-blank]<br>5. Audio Typing [5 Minutes]<br>6. AUS-NZ Advanced Spelling<br>7. AUS-NZ Analytical Skills<br>8. AUS-NZ Basic Computer Terminology<br>9. AUS-NZ Basic Office Skills<br>10. AUS-NZ Basic Office Skills [No Math]<br>11. AUS-NZ Basic Office Skills [No Verbal]<br>12. AUS-NZ Basic Reading Comprehension<br>13. AUS-NZ Basic Spelling<br>14. AUS-NZ Clerical Proofreading<br>15. AUS-NZ Computer Literacy<br>16. AUS-NZ Data Entry 10 Key [Onscreen]<br>17. AUS-NZ Data Entry 10 Key Quick Test [Onscreen]<br>18. AUS-NZ Data Entry Alpha Numeric [Onscreen]<br>19. AUS-NZ English as a Second Language<br>20. AUS-NZ Internet Basics<br>21. AUS-NZ Numeric Filing<br>22. AUS-NZ Office Grammar and Spelling<br>23. AUS-NZ Office Maths Skills<br>24. AUS-NZ Shorthand<br>25. AUS-NZ Typing - General [1 Minute Onscreen]<br>26. AUS-NZ Typing - General [3 Minutes Onscreen]<br>27. AUS-NZ Typing - General [5 Minutes Onscreen]<br>28. AUS-NZ Vocabulary<br>29. AUS-NZ Vocabulary - Homophone Usage<br>30. Basic Arithmetic [Fill-in-the-blank]<br>31. Basic English - Images<br>32. Basic Numeric Conversion<br>33. Basic Office Skills<br>34. Basic Office Skills [No Math]<br>35. Basic Office Skills [No Verbal]<br>36. Basic Reading Comprehension<br>37. Basic Spelling<br>38. Bookkeeping<br>39. Business Etiquette<br>40. Business Systems Analyst<br>41. Business Writing<br>42. Canadian Advanced Spelling<br>43. Canadian Basic Spelling<br>44. Canadian Cash Handling<br>45. Canadian Cash Handling [No Pennies]<br>46. Canadian Data Entry Alpha Numeric [Onscreen - No French Characters]<br>47. Canadian Data Entry Alpha Numeric [Onscreen]<br>48. Canadian Human Resources Basics<br>49. Canadian Office Grammar and Spelling<br>50. Canadian Typing - General [5 Minutes Onscreen]<br>51. Canadian Typing - General 2 [5 Minutes Onscreen]<br>52. Canadian Typing - General 3 [5 Minutes Onscreen]<br>53. Canadian Typing - General 4 [5 Minutes Onscreen]<br>54. Cash Handling<br>55. Clerical Proofreading<br>56. Coding<br>57. Comparison Skills<br>58. Computer Literacy - Advanced<br>59. Computer Literacy - Basic<br>60. Corrective Proofreading - Independent Films<br>61. Corrective Proofreading - Reply Letter<br>62. Corrective Proofreading - Restaurant Review<br>63. Customer Service Mindset Survey<br>64. Data Entry 10 Key [Onscreen]<br>65. Data Entry 10 Key Quick Test [Onscreen]<br>66. Data Entry 10 Key with Decimals [Onscreen]<br>67. Data Entry Alpha Numeric [Onscreen]<br>68. Data Entry Check Number Database [Onscreen]<br>69. Data Entry Inventory Database [Onscreen]<br>70. Email Etiquette<br>71. English as a Second Language |

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| Job Function           | Assessments  |
|------------------------|--|
| Administrative, cont'd | <p>72. Entrée de Données À 10 Touches - Français Du Canada [À L'Écran]</p> <p>73. Entrée De Données - Vérification De Base De Données De Nombres - Français Du Canada [À L'Écran]</p> <p>74. Filing by Name</p> <p>75. Following Verbal Instructions [audio]</p> <p>76. Following Written Instructions</p> <p>77. Française Canadienne Examen d'entrée de données alphanumériques [Onscreen]</p> <p>78. French Canadian Advanced Spelling</p> <p>79. French Canadian Basic Office Skills</p> <p>80. French Canadian Basic Office Skills [No Math]</p> <p>81. French Canadian Basic Office Skills [No Verbal]</p> <p>82. French Canadian Basic Reading Comprehension</p> <p>83. French Canadian Basic Spelling</p> <p>84. French Canadian Office Grammar and Spelling</p> <p>85. French Canadian Typing - General [5 Minutes Onscreen]</p> <p>86. French Canadian Typing - General 2 [5 Minutes Onscreen]</p> <p>87. French Canadian Typing - General 3 [5 Minutes Onscreen]</p> <p>88. French Canadian Typing - General 4 [5 Minutes Onscreen]</p> <p>89. French Canadian Writing Sample - Customer Service</p> <p>90. French Canadian Writing Sample - Email</p> <p>91. French Canadian Writing Sample - Thank You Letter</p> <p>92. French Typing - General [1 Minute Onscreen]</p> <p>93. French-English Bilingual</p> <p>94. French-English Bilingual (Intermediate)</p> <p>95. German Basic Office Skills</p> <p>96. German Basic Office Skills [No Math]</p> <p>97. German Basic Office Skills [No Verbal]</p> <p>98. German Data Entry 10 Key [Onscreen]</p> <p>99. German Data Entry Alpha Numeric [Onscreen]</p> <p>100. German Typing - General [1 Minute Onscreen]</p> <p>101. German Typing - General [3 Minutes Onscreen]</p> <p>102. German-English Bilingual</p> <p>103. Haitian Creole-English Bilingual</p> <p>104. Healthcare Benefits Knowledge</p> <p>105. Human Resources Basics</p> <p>106. Human Resources Benefits Knowledge</p> <p>107. Internet Basics</p> <p>108. Internet Research Skills</p> <p>109. Interviewing and Hiring Concepts</p> <p>110. Italian Typing - General [1 Minute Onscreen]</p> <p>111. Italian-English Bilingual</p> <p>112. Listening Skills [audio]</p> <p>113. Logical Reasoning - Classifying</p> <p>114. Logical Reasoning - Decision Making</p> <p>115. Logical Reasoning - Deduction</p> <p>116. Logical Reasoning - Drawing Conclusions</p> <p>117. Logical Reasoning - Mathematical</p> <p>118. Mailroom Management Skills</p> <p>119. Marketing Fundamentals</p> <p>120. Matching - Addresses</p> <p>121. Matching - Images</p> <p>122. Matching - Passage</p> <p>123. Math Word Problems</p> <p>124. Numeric Filing</p> <p>125. Numeric Proofreading</p> <p>126. Office Abbreviations</p> <p>127. Office Filing Skills</p> <p>128. Office Grammar and Spelling</p> <p>129. Office Management Skills</p> <p>130. Office Math Skills</p> <p>131. Office Reasoning Sample - People Management</p> <p>132. Office Reasoning Sample - Problem Solving</p> <p>133. Office Reasoning Sample - Project Event Planning</p> <p>134. Office Reasoning Sample - Project Time Management</p> <p>135. Office Telephone Etiquette</p> <p>136. PeopleSoft HRMS</p> |

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| Job Function           | Assessments   | ● Behavioral Assessments   |
|------------------------|---|--|
| Administrative, cont'd | <p>137. Performance Indicator Assessment: Engagement, Safety, Teamwork</p> <p>138. Portuguese Basic Office Skills<br/>Portuguese Basic Office Skills [No Math]</p> <p>139. Portuguese Basic Office Skills [No Verbal]</p> <p>140. Portuguese Basic Reading Comprehension</p> <p>141. Portuguese Data Entry 10 Key [Onscreen]</p> <p>142. Portuguese Data Entry 10 Key Quick Test [Onscreen]</p> <p>143. Portuguese Data Entry Alpha Numeric [Onscreen]</p> <p>144. Portuguese Office Grammar and Spelling</p> <p>145. Portuguese Typing - General [1 Minute Onscreen]</p> <p>146. Portuguese Typing - General [3 Minutes Onscreen]</p> <p>147. Portuguese Typing - General [5 Minutes Onscreen]</p> <p>148. Portuguese Writing Sample - Customer Service</p> <p>149. Portuguese Writing Sample - Email</p> <p>150. Portuguese Writing Sample - Thank You Letter</p> <p>151. Portuguese-English Bilingual</p> <p>152. Project Management for IT Professionals</p> <p>153. Project Management Fundamentals</p> <p>154. Proofreader Marks</p> <p>155. Punctuation</p> <p>156. Reading Comprehension</p> <p>158. Recruiting Fundamentals</p> <p>159. Retention</p> <p>160. Sales Concepts</p> <p>161. SAS 9 - Data Analyst</p> <p>162. Shorthand</p> <p>163. Software Quality Assurance</p> <p>164. Software Testing</p> <p>165. South African Data Entry Alpha Numeric [Onscreen]</p> <p>166. South African Human Resources Basics</p> <p>167. Spanish Basic Office Skills</p> | <p>168. Spanish Basic Office Skills [No Math]<br/>Spanish Basic Office Skills [No Verbal]</p> <p>169. Spanish Basic Reading Comprehension</p> <p>170. Spanish Office Grammar and Spelling</p> <p>171. Spanish Typing - General [1 Minute Onscreen]</p> <p>172. Spanish Typing - General [3 Minutes Onscreen]</p> <p>173. Spanish Typing - General [5 Minutes Onscreen]</p> <p>174. Spanish Writing Sample - Customer Service</p> <p>175. Spanish Writing Sample - Email</p> <p>176. Spanish-English Bilingual</p> <p>177. Technical Terminology</p> <p>178. Translation Sample - English to French</p> <p>179. Translation Sample - English to Italian</p> <p>180. Translation Sample - English to Portuguese</p> <p>181. Translation Sample - English to Spanish</p> <p>182. Translation Sample - French Canadian to English</p> <p>183. Translation Sample - Italian to English</p> <p>184. Translation Sample - Portuguese to English</p> <p>185. Translation Sample - Spanish to English</p> <p>186. Typing - General [1 Minute Onscreen]</p> <p>188. Typing - General [3 Minutes Onscreen]</p> <p>189. Typing - General [5 Minutes Onscreen]</p> <p>190. U.K. Advanced Spelling</p> <p>191. U.K. Analytical Skills</p> <p>192. U.K. Audio Typing [5 Minutes]</p> <p>193. U.K. Basic Computer Terminology</p> <p>194. U.K. Basic Office Skills</p> <p>195. U.K. Basic Office Skills [No Math]</p> <p>196. U.K. Basic Office Skills [No Verbal]</p> <p>197. U.K. Basic Reading Comprehension</p> <p>198. U.K. Basic Spelling</p> <p>199. U.K. Bookkeeping</p> <p>200. U.K. Business Writing</p> <p>201. U.K. Computer Literacy</p> <p>202. U.K. Data Entry 10 Key [Onscreen]</p> <p>203. U.K. Data Entry 10 Key Quick Test [Onscreen]</p> |

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| Job Function                 | Assessments  |  |   |  |
|------------------------------|--|--|---|--|
| Administrative, cont'd       | 204. U.K. Data Entry 10 Key with Decimals [Onscreen] | 234. Writing Sample - Market Research      | 235. Writing Sample - Persuasive                    | 236. Writing Sample - Sales Correspondence               |
|                              | 205. U.K. Data Entry Alpha Numeric [Onscreen]        | 237. Writing Sample - Social Media (Blog)  | 238. Writing Sample - Technical Writing [List Form] | 239. Writing Sample - Technical Writing [Paragraph Form] |
|                              | 206. U.K. English as a Second Language               | 240. Writing Sample - Thank You Letter     |   |  |
|                              | 207. U.K. English Usage                              |  |   |  |
|                              | 208. U.K. Maths and Reasoning Skills                 |  |   |  |
|                              | 209. U.K. Maths Word Problems                        |  |   |  |
|                              | 210. U.K. Office Grammar and Spelling                |  |   |  |
|                              | 211. U.K. Office Maths Skills                        |  |   |  |
|                              | 212. U.K. Shorthand                                  |  |   |  |
|                              | 213. U.K. Towns Spelling                             |  |   |  |
|                              | 214. U.K. Typing - General [1 Minute Onscreen]       |  |   |  |
|                              | 215. U.K. Typing - General [3 Minutes Onscreen]      |  |   |  |
|                              | 216. U.K. Typing - General [5 Minutes Onscreen]      |  |   |  |
|                              | 217. U.K. Writing Sample - Advertising/Marketing     |  |   |  |
|                              | 218. U.K. Writing Sample - Collection Letter         |  |   |  |
|                              | 219. U.K. Writing Sample - Customer Service          |  |   |  |
|                              | 220. U.K. Writing Sample - Email                     |  |   |  |
|                              | 221. U.K. Writing Sample - Market Research           |  |   |  |
|                              | 222. U.K. Writing Sample - Persuasive                |  |   |  |
|                              | 223. U.K. Writing Sample - Sales Correspondence      |  |   |  |
|                              | 224. U.K. Writing Sample - Technical Writing         |  |   |  |
|                              | 225. U.K. Writing Sample - Thank You Letter          |  |   |  |
|                              | 226. U.S. Cities Spelling                            |  |   |  |
|                              | 227. Vocabulary                                      |  |   |  |
|                              | 228. Vocabulary - Homonym Usage                      |  |   |  |
|                              | 229. World Cities/Countries Spelling                 |  |   |  |
|                              | 230. Writing Sample - Advertising/Marketing          |  |   |  |
|                              | 231. Writing Sample - Collection Letter              |  |   |  |
|                              | 232. Writing Sample - Customer Service               |  |   |  |
|                              | 233. Writing Sample - Email                          |  |   |  |
| Call Center/Customer Service | 1. AUS-NZ Call Centre Customer Service Survey        | 3. AUS-NZ Call Centre Inbound Sales Skills | 4. AUS-NZ Call Centre Outbound Sales Skills         |  |
|                              | 2. AUS-NZ Call Centre Environment [audio]            |  |   |  |

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| Job Function                         | Assessments   | ● Behavioral Assessments ● CCAT Assessments   |
|--------------------------------------|---|---|
| Call Center/Customer Service, cont'd | 5. AUS-NZ Call Centre World Geography<br>6. Call Center 911 Operators<br>7. Call Center Advanced Spelling [Audio]<br>8. Call Center Basic Spelling [audio]<br>9. Call Center Consumer Collections<br>10. Call Center Customer Service Scenarios<br>11. Call Center Customer Service Scenarios [audio]<br>12. Call Center Customer Service Survey<br>13. Call Center Data Entry [audio]<br>14. Call Center Environment [audio]<br>15. Call Center German-English Bilingual [audio]<br>16. Call Center Inbound Sales Skills<br>17. Call Center Italian-English Bilingual [audio]<br>18. Call Center Listening Skills [audio]<br><b>19. Call Center Manager Selector</b><br>20. Call Center Math<br>21. Call Center Outbound Sales Skills<br>22. Call Center Portuguese-English Bilingual [audio]<br>23. Call Center Reference Manual [audio]<br>24. Call Center Retention [audio]<br>25. Call Center Spanish-English Bilingual [audio]<br>26. Call Center Technical Support<br>27. Call Center Technical Support [audio]<br>28. Call Center Telephone Etiquette<br>29. Call Center U.S. Cities Spelling [audio]<br>30. Call Center U.S. Geographical Locations<br>31. Call Center U.S. State Abbreviations [audio]<br>32. Call Center World Geography<br>33. Call Centre French Canadian-English Bilingual [audio]<br>34. Canadian Call Centre Data Entry [audio]<br><b>35. Customer Service Indicator Assessment</b> | 36. French Canadian Call Centre Data Entry [audio]<br>37. French Canadian Call Centre Listening Skills [audio]<br>38. French Canadian Call Centre Telephone Etiquette<br>39. German Call Center Data Entry [audio]<br>40. German Call Center Listening Skills [audio]<br><b>41. Inbound Call Center Selector</b><br><b>42. K<sup>x</sup> Job Fit - Call Center</b><br><b>43. K<sup>x</sup> Job Fit - Sales</b><br><b>44. K<sup>x</sup> Job Fit - Industrial - Warehouse Worker</b><br><b>45. K<sup>x</sup> Job Fit - Hospitality Associate</b><br><b>46. K<sup>x</sup> Job Fit - Retail Associate</b><br><b>47. K<sup>x</sup> Job Fit - Bank Teller</b><br><b>48. Outbound Call Center Selector</b><br>49. Portuguese Call Center Data Entry [audio]<br>50. Portuguese Call Center Listening Skills [audio]<br><b>51. Restaurant Manager Selector Assessment</b><br><b>52. Retail Associate Selector</b><br><b>53. Retail Manager Selector</b><br><b>54. Sales Indicator Assessment</b><br><b>55. Sales Manager Selector</b><br><b>56. Sales Selector</b><br><b>57. Service Associate Selector</b><br>58. Spanish Call Center Customer Service Scenarios [audio]<br>59. Spanish Call Center Listening Skills [audio]<br>60. Spanish Call Center Telephone Etiquette<br>61. U.K. Call Centre Data Entry [audio]<br>62. U.K. Call Centre Maths<br>63. U.K. Call Centre Telephone Etiquette<br>64. U.K. Call Centre Towns Spelling [audio] |
| Cyber Security                       | 1. <b>Commercial Cyber Aptitude Test (CCAT)</b><br>2. <b>Commercial Cyber Aptitude Test (CCAT) - Timed Version</b>  |   |

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| Job Function | Assessments  | ● Behavioral Assessments |
|--------------|--|--------------------------|
| Healthcare   | 1. Age Appropriate Testing<br>2. AUS-NZ Medical Spelling<br>3. AUS-NZ Medical Terminology - General<br>4. AUS-NZ Typing - Medical [1 Minute Onscreen]<br>5. AUS-NZ Typing - Medical [3 Minute Onscreen]<br>6. AUS-NZ Typing - Medical [5 Minutes Onscreen]<br>7. Bloodborne Pathogens - Infection Control<br>8. Canadian Medical Spelling<br>9. Cultural Diversity<br>10. Dental Assistant<br>11. Dental Hygienist<br>12. Dosage Calculation<br>13. French Canadian Medical Spelling<br>14. General Pharmaceutical Knowledge<br>15. HBV - Infection Control/Vaccination<br>16. Healthcare Industry Terminology<br>17. <b>Healthcare Manager Selector</b><br>18. HIPAA - Clinical Staff<br>19. HIPAA Administration<br>20. Joint Commission<br>21. LPN/LVN<br>22. Medical Assistant - Advanced<br>23. Medical Assistant - Basic<br>24. Medical Billing (CMS-1500)<br>25. Medical Billing (UB-04)<br>26. Medical Billing Knowledge<br>27. Medical Claims Processing<br>28. Medical Collections<br>29. Medical Office Personnel Skills<br>30. Medical Receptionists<br>31. Medical Records Coding [CPT]<br>32. Medical Records Coding [ICD-10]<br>33. Medical Records Coding [ICD-9]<br>34. Medical Records Legal Issues<br>35. Medical Spelling<br>36. Medical Terminal Digit Filing<br>37. Medical Terminology - Abbreviations<br>38. Medical Terminology - Cardiovascular System<br>39. Medical Terminology - Dental<br>40. Medical Terminology - ER<br>41. Medical Terminology - Gastrointestinal<br>42. Medical Terminology - General<br>43. Medical Terminology - Integumentary System<br>44. Medical Terminology - Musculoskeletal<br>45. Medical Terminology - Nervous System<br>46. Medical Terminology - Oncology<br>47. Medical Terminology - Ophthalmology<br>48. Medical Terminology - Pediatrics<br>49. Medical Terminology - Pharmacology<br>50. Medical Terminology - Prefixes/Suffixes/Combining Forms<br>51. Medical Terminology - Psychiatry<br>52. Medical Terminology - Radiology<br>53. Medical Terminology - Reproduction<br>54. Medical Terminology - Respiratory<br>55. Medical Terminology - Root Words<br>56. Nurse Practitioner<br>57. <b>Nurse Selector</b><br>58. Nursing - Critical Care<br>59. Nursing - ER<br>60. Nursing - OR<br>61. Nursing Assistant<br>62. Occupational Therapy<br>63. OSHA<br>64. Pharmaceutical Terminology<br>65. Phlebotomy<br>66. Physical Therapy<br>67. Physician Assistant<br>68. Radiologic Technologist<br>69. Registered Nurse (RN)<br>70. Respiratory Therapy<br>71. <b>Safety Indicator Assessment</b><br>72. Spanish Medical Terminology - General<br>73. Spanish OSHA<br>74. Surgical Technology<br>75. Typing - Medical [1 Minute Onscreen]<br>76. Typing - Medical [3 Minutes Onscreen]<br>77. Typing - Medical [5 Minutes Onscreen]<br>78. U.K. Medical Spelling |                          |

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| Job Function         | Assessments   | ● Behavioral Assessments   |
|----------------------|---|--|
| Healthcare, cont'd   | 79. U.K. Typing - Medical [1 Minute Onscreen]<br>80. U.K. Typing - Medical [3 Minutes Onscreen]<br>81. U.K. Typing - Medical [5 Minutes Onscreen]   |  |
| Hospitality          | 1. <b>Hospitality Associate Selector Assessment</b><br>2. <b>Hotel Manager Selector</b>   |  |
| Industrial/Warehouse | 1. Arithmetic<br>2. Assembly and Matching<br>3. AUS-NZ Basic Arithmetic<br>4. AUS-NZ Basic Industrial Skills<br>5. AUS-NZ Blue Collar OH&S<br>6. AUS-NZ White Collar OH&S<br>7. AUS-NZ Entry Level Industrial Skills<br>8. AutoCAD 2004<br>9. AutoCAD 2006<br>10. AutoCAD 2007<br>11. AutoCAD 2009<br>12. AutoCAD 2010<br>13. AutoCAD 2013<br>14. AutoCAD 2018<br>15. Basic Arithmetic<br>16. Basic CNC<br>17. Basic Electronics<br>18. Basic Industrial Math<br>19. Basic Industrial Skills<br>20. Basic Injection Molding Skills<br>21. Basic Reading Comprehension - Light Industrial<br>22. Basic Ruler Reading<br>23. Basic Warehouse Knowledge<br>24. Basic Wireless Communication<br>25. Blueprint Basics<br>26. Blueprint Reading<br>27. Canadian Pick/Pack<br>28. Class [A] Automotive Mechanics<br>29. Class [B] Automotive Mechanics<br>30. Class [C] Automotive Mechanics<br>31. Color Identification<br>32. Counting<br>33. <b>Distribution Associate Selector</b> | 33. Electrical Engineering: Electronics and Communications<br>34. Electrical Engineering: Power and Control<br>35. Electricians<br>36. Electronic Schematics<br>37. English Ruler Reading<br>38. Entry Level Industrial Skills<br>39. Finish Carpentry<br>40. Flooring Skills<br>41. Food Production<br>42. Forklift Operation<br>43. General Maintenance<br>44. Hazardous Material Handling<br>45. Home Inspection Skills<br>46. HVAC<br>47. Lathe Operator<br>48. Manufacturing Basics<br>50. <b>Manufacturing Manager Selector</b><br>51. Map Reading Skills<br>52. Masonry<br>53. Matching - Alphanumeric<br>54. Matching - Alphanumeric List<br>55. Matching - Digit Numeric<br>56. Matching - Digit Numeric List<br>57. Matching - Industrial Images<br>58. Matching - Numeric<br>59. Matching - Numeric List<br>60. Math and Reasoning Skills<br>61. Mechanical Engineering: Machine and Tool Design<br>62. Mechanical Engineering: Thermodynamics Fundamentals<br>63. Mechanical Reasoning |

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| Job Function                 | Assessments  |
|------------------------------|--|
| Industrial/Warehouse, cont'd | 64. Metalworking Skills<br>65. Metric Ruler Reading<br>66. Micrometers and Calipers<br>67. MicroStation V8i<br>68. Milling Machine<br>69. Pick/Pack<br>70. Plastic Fabrication Skills<br>71. PLC Programming<br>72. Plumbing Quality<br>73. Press Brake Operation<br>74. Print Reading - Construction<br>75. Print Reading - Electrical<br>76. Print Reading - Manufacturing<br>77. Product Packaging Skills<br>78. Quality Assurance Inspection<br>79. Resistor Color Code<br>80. Revit Architecture 2013<br>81. Rough Carpentry<br>82. Safety in the Workplace<br>83. Shipping and Receiving Clerk Skills<br>84. Shop Math<br>85. Soldering<br>86. SolidWorks 2006<br>87. SolidWorks 2012<br>88. SolidWorks 2013<br>89. Spanish Basic Industrial Math<br>90. Spanish Basic Industrial Skills<br>91. Spanish Entry Level Industrial Skills<br>92. Spanish Forklift Operation<br>93. Spanish Mechanical Reasoning<br>94. Spanish Safety in the Workplace<br>95. Spatial Reasoning<br>96. Tools and Fasteners<br>97. U.K. Arithmetic<br>98. U.K. Basic Arithmetic<br>99. U.K. Basic Industrial Skills<br>100. U.K. Entry Level Industrial Skills<br>101. U.K. Matching - Alphanumeric<br>102. Unit Conversion<br>103. Warehouse Safety and Inventory Management<br>104. Weights and Measures [Standard and Metric]<br>105. Welding<br>106. Wholesale Distribution Knowledge |

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| Job Function | Assessments  |
|--------------|--|
| IT/Technical | 1. .NET Framework 2.0<br>2. .NET Framework 3.0<br>3. .NET Framework 4.0<br>4. .NET Framework 4.5<br>5. .NET Framework 4.7<br>6. .NET Programming - ASP 2.0<br>7. .NET Programming - ASP 3.5<br>8. .NET Programming - ASP 4.0<br>9. .NET Programming - ASP 4.5<br>10. .NET Programming - ASP 5.0<br>11. .NET Programming - C# 2.0<br>12. .NET Programming - C# 3.0<br>13. .NET Programming - C# 4.0<br>14. .NET Programming - C# 5.0<br>15. .NET Programming - C# 7.0<br>16. .NET Programming - F# 4.5<br>17. .NET Programming - MVC Framework (ASP 5)<br>18. ABAP/4 for SAP<br>19. ActionScript 3.0<br>20. Active Directory Domain Services<br>21. Active Server Pages<br>22. Adabas DBA<br>23. Adabas Natural<br>24. Adabas Programming<br>25. Adobe ColdFusion 10<br>26. Adobe ColdFusion 8<br>27. Adobe ColdFusion 9<br>28. Adobe Dreamweaver CS5<br>29. Adobe Dreamweaver CS6<br>30. Agile Software Development<br>31. AION Programming<br>32. AJAX<br>33. AngularJS 1.4<br>34. AngularJS 1.6<br>35. ANSI SQL<br>36. Apache Hadoop 2.8<br>37. Apache Struts 2.5<br>38. Apache Web Server<br>39. AS/400 Operations<br>40. Assembler<br>41. Assembler for K <sup>x</sup> Mainframe<br>42. AUS-NZ Lotus Notes 5.0 for Developers<br>43. AUS-NZ Lotus Notes 5.0 for Users<br>44. Biztalk Server 2006<br>45. BizTalk Server 2010<br>46. Bootstrap 4<br>47. Borland C++ Builder<br>48. BroadVision<br>49. BusinessObjects 5 - Designer<br>50. BusinessObjects XI Release 2<br>51. C Programming<br>52. C++ Programming<br>53. Cascading Style Sheets<br>54. Cascading Style Sheets 2.1<br>55. Cascading Style Sheets 3.1<br>56. Cascading Style Sheets 4.0<br>57. CGI Concepts<br>58. CICS/COBOL<br>59. Cisco Networking<br>60. Cisco Router<br>61. Citrix for Client Server Applications<br>62. Citrix MetaFrame<br>63. Citrix WinFrame<br>64. Clipper<br>65. Cloud Computing Core Concepts<br>66. COBOL<br>67. COBOL 400<br>68. COBOL II<br>69. Code Sample - ASP - File Operations<br>70. Code Sample - ASP.NET - Date/Time Operations<br>71. Code Sample - C Sharp - Date/Time Operations<br>72. Code Sample - C Sharp - File Operations<br>73. Code Sample - Java - Date/Time Operations<br>74. Code Sample - Java - File Operations<br>75. Code Sample - JavaScript - Date/Time Operations<br>76. Code Sample - JavaScript - File Operations<br>77. Code Sample - VB Script - Date/Time Operations<br>78. Code Sample - VB.NET - Date/Time Operations<br>79. Code Sample - Visual Basic - Date/Time Operations<br>80. Code Sample - Visual Basic - File Operations |

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| Job Function         | Assessments   |
|----------------------|---|
| IT/Technical, cont'd | 81. Cold Fusion 4<br>82. Cold Fusion MX 6.1<br>83. Cold Fusion Scripting and Development<br>84. ColdFusion MX 7<br>85. COM/DCOM Development in Delphi<br>86. COM/DCOM Development in Visual Basic<br>87. Computer Technician Skills<br>88. COOL: Gen<br>89. CORBA<br>90. Core Java<br>91. Crystal Reports 11.0<br>92. Crystal Reports 14.1<br>93. Crystal Reports 7.0<br>94. Crystal Reports 8.0<br>95. Crystal Reports 8.5 for Developers<br>96. Data Architecture<br>97. Data Mining Concepts<br>98. Data Modeling Concepts<br>99. Data Warehousing Concepts<br>100. DB2 5.x DBA<br>101. DB2 Developer<br>102. DB2 v.8 Mainframe DBA<br>103. DB2 v.8 UDB DBA<br>104. Delphi 3<br>105. Delphi 5<br>106. DHTML<br>107. DreamWeaver<br>108. Dreamweaver 8<br>109. E Commerce Concepts: Deployment<br>110. EDI (Electronic Data Interchange)<br>111. Enterprise JavaBeans [EJB]<br>112. Enterprise JavaBeans [EJB3]<br>113. Ethernet Networking<br>114. FORTRAN 77/90<br>115. Google Analytics<br>116. GroupWise 5.x<br>117. Gupta Centura<br>118. HTML 2.0/3.0<br>119. HTML 4.0<br>120. HTML 5.0<br>121. HTML Webmaster<br>122. K <sup>x</sup> AIX 5.1 Administrator<br>123. K <sup>x</sup> DB2 10.5<br>124. K <sup>x</sup> DB2 11.1<br>125. IMS<br>126. iNet+<br>127. Informatica<br>128. Informatica Cloud<br>129. Informix<br>130. Internet Security<br>131. J2EE<br>132. J2SE<br>133. Java EE 6<br>134. Java EE 7<br>135. Java EE 8<br>136. Java Entry Level<br>137. Java Hibernate 3.3<br>138. Java Hibernate 4.3<br>139. Java SE 6<br>140. Java SE 7<br>141. Java SE 7 Swing<br>142. Java SE 8<br>143. Java Server Pages<br>144. Java Servlets<br>145. Java Servlets 3.0<br>146. Java Swing<br>147. JavaScript<br>148. JavaScript 1.8<br>149. JavaServer Faces 2.0<br>150. JCL<br>151. jQuery 1.7<br>152. LAN Concepts<br>153. Linux Administration<br>154. LoadRunner 11<br>155. LoadRunner 9<br>156. Lotus Domino 6 for Developers<br>157. Lotus Notes 4.0 for Developers<br>158. Lotus Notes 4.5 for Developers<br>159. Lotus Notes 5.0 for Developers<br>160. Lotus Notes Administration<br>161. Macintosh Technician OS 9<br>162. Macintosh Technician OS X<br>163. Macromedia Director MX 2004<br>164. Macromedia Flash 5<br>165. Macromedia Flash MX 2004<br>166. Macromedia Flash Professional 8<br>167. Microsoft Access 2000 for Developers<br>168. Microsoft Access 2002 for Developers |

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| Job Function         | Assessments   |
|----------------------|---|
| IT/Technical, cont'd | 169. Microsoft Access 2003 for Developers<br>170. Microsoft Access 2007 for Developers<br>171. Microsoft Access 2013 for Developers<br>172. Microsoft Dynamics GP 10<br>173. Microsoft Exchange Server 2000 Administration<br>174. Microsoft Exchange Server 2003 Administration<br>175. Microsoft Exchange Server 2007 Administration<br>176. Microsoft Exchange Server 2010 Administration<br>177. Microsoft Exchange Server 2013 Administration<br>178. Microsoft Exchange Server 5.5<br>179. Microsoft Internet Information Server [IIS] 4.0<br>180. Microsoft Internet Information Services [IIS] 7.0<br>181. Microsoft Office 2003 Help Desk<br>182. Microsoft Office 2007 Help Desk<br>183. Microsoft Office 2010 Help Desk<br>184. Microsoft Office 2013 Help Desk<br>185. Microsoft Office SharePoint Server 2007<br>186. Microsoft Office XP Help Desk<br>187. Microsoft SharePoint 2010 for Developers<br>188. Microsoft SharePoint 2013 for Administrators<br>189. Microsoft SharePoint Server 2010 for Administrators<br>190. Microsoft Site Server 3.0<br>191. Microsoft Systems Management Server 2.0 [SMS]<br>192. Microsoft Transaction Server<br>193. Microsoft Visio 2002<br>194. Microsoft Visio 2003<br>195. Microsoft Visio 2007<br>196. Microsoft Visio 2010<br>197. Microsoft Visio 2013<br>198. Microsoft Visual Studio 2010<br>199. Microsoft Visual Studio 2015<br>200. Microsoft Windows 10 Technical Skills<br>201. Microsoft Windows 2000 Data Center Administration<br>202. Microsoft Windows 2000 Professional Installation<br>203. Microsoft Windows 2000 Server Administration<br>204. Microsoft Windows 2000 Server Installation<br>205. Microsoft Windows 2000 Server Installation Procedures<br>206. Microsoft Windows 2000 Technical Skills<br>207. Microsoft Windows 2003 Server Administration<br>208. Microsoft Windows 2003 Server Installation Procedures<br>209. Microsoft Windows 2008 Server Administration<br>210. Microsoft Windows 2012 Server Administration<br>211. Microsoft Windows 7 Technical Skills<br>212. Microsoft Windows 8 Technical Skills<br>213. Microsoft Windows NT 4.0 Server Administration<br>214. Microsoft Windows NT 4.0 Server Installation<br>215. Microsoft Windows NT 4.0 Workstation Installation<br>216. Microsoft Windows Vista Technical Skills<br>217. Microsoft Windows XP Technical Skills<br>218. Mobile Application Development - iOS (Objective-C)<br>219. Mobile Application Development - iOS (Swift)<br>220. MVS<br>221. MVC Framework<br>222. MySQL<br>223. MySQL 5.7<br>224. Netscape Webserver<br>225. Network Administration<br>226. Network Security<br>227. Network Virtualization<br>228. Network-Attached Storage (NAS)<br>229. Node.js 12<br>230. Novell Directory Services<br>231. Novell NetWare 3.12<br>232. Novell NetWare 4.x<br>233. Novell NetWare 5.x |

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| Job Function         | Assessments   |
|----------------------|---|
| IT/Technical, cont'd | 234. Object Oriented Programming [OOP]<br>235. Object PAL 5.0<br>236. Objective-C 2.0<br>237. OLAP Concepts<br>238. Oracle 10g DBA<br>239. Oracle 10g for Developers<br>240. Oracle 11g Release 2 DBA<br>241. Oracle 11g Release 2 for Developers<br>242. Oracle 11i DBA<br>243. Oracle 12c DBA<br>244. Oracle 12c for Developers<br>245. Oracle 7.3 DBA<br>246. Oracle 7.3 Developer<br>247. Oracle 8 DBA<br>248. Oracle 8 Developer<br>249. Oracle 8.i<br>250. Oracle 9i DBA<br>251. Oracle 9i for Developers<br>252. Oracle Applications DBA<br>253. Oracle Designer 2000<br>254. Oracle Developer 2000<br>255. Oracle E-Business Suite R12 - Technical<br>256. Oracle Essbase 11<br>258. Oracle Financials 11<br>259. Oracle Forms 10g<br>250. Paradox Application Language 4.0<br>260. Pascal<br>261. PeopleCode 8.5<br>262. PeopleSoft 7 DBA<br>263. PeopleSoft 7 Developer<br>264. PeopleSoft 8 DBA<br>265. PeopleSoft 8 Developer<br>266. Peoplesoft 9 DBA<br>267. PeopleSoft 9 Developer<br>268. Perl 5<br>269. Perl 5.28<br>270. Perl 6<br>271. PHP 4<br>272. PHP 5<br>273. PHP 5.3<br>274. PHP 7.0<br>275. PL/SQL<br>276. PowerBuilder 10<br>277. PowerBuilder 12.6<br>278. PowerBuilder 4.0<br>279. PowerBuilder 5.0<br>280. PowerBuilder 6.0<br>281. PowerBuilder 8.0<br>282. Programming Concepts<br>283. Python 3.5<br>284. Python 3.6<br>285. QuickTest Professional 9<br>286. Rational Rose<br>287. Relational Database Design [RDBMS]<br>288. RPG III<br>289. RPG IV [RPG ILE]<br>290. Ruby 1.8<br>291. Ruby 1.9<br>292. Ruby 2.3<br>293. Ruby on Rails 3.0<br>294. Ruby on Rails 5<br>295. SAP Database<br>296. SAS 6 - IT Professional<br>297. SAS 8.2<br>298. SAS 9.3<br>299. Service-Oriented Architecture<br>300. Siebel 7<br>301. Smalltalk<br>302. Solaris 10 Administrator<br>303. Spring Framework 2.5<br>304. Spring Framework 4.0<br>305. SPSS<br>306. SQA Robot<br>307. SQL Entry Level<br>308. SQL for Client-Server Applications<br>309. SQL for Desktop Applications<br>310. SQL Server 2000 DBA<br>311. SQL Server 2000 for Developers<br>312. SQL Server 2005 DBA<br>313. SQL Server 2005 for Developers<br>314. SQL Server 2008 DBA<br>315. SQL Server 2008 for Developers<br>316. SQL Server 2008 R2 Analysis Services<br>317. SQL Server 2008 Reporting Services<br>318. SQL Server 2012 DBA<br>319. SQL Server 2012 for Developers<br>320. SQL Server 2012 Integration Services<br>321. SQL Server 2012 Reporting Services<br>322. SQL Server 2014 DBA |

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| Job Function         | Assessments   |
|----------------------|---|
| IT/Technical, cont'd | 323. SQL Server 2014 for Developers<br>324. SQL Server 2014 Integration Services<br>325. SQL Server 2014 Reporting Services<br>326. SQL Server 6.5<br>327. SQL Server 6.5 Developer<br>328. SQL Server 7.0 DBA<br>329. SQL Server 7.0 Developer<br>330. SQL Server Integration Services<br>331. SQL Server Reporting Services<br>332. Storage Area Network (SAN)<br>333. Sybase 11<br>334. Sybase 12<br>335. Sybase DBA<br>336. Sybase Developer<br>337. Technical Support - IT/Network<br>338. Technical Support - MacOS (Mojave)<br>339. Technical Support Processes<br>340. Telecommunications<br>341. TestDirector 8.0<br>342. Transact SQL<br>343. UML<br>344. UNIX Administrator<br>345. UNIX Programming<br>346. UNIX Shell Programming<br>347. UNIX Users<br>348. VBScript<br>349. Visual Basic 2010<br>350. Visual Basic 2012<br>351. Visual Basic 2017<br>352. Visual Basic 4.0<br>353. Visual Basic 5.0<br>354. Visual Basic 6.0<br>355. Visual Basic 6.0 for Applications (VBA)<br>356. Visual Basic 9.0<br>357. Visual C++ 2010<br>358. Visual C++ 4.0<br>359. Visual C++ 6.0<br>360. Visual FoxPro 3.0<br>361. Visual FoxPro 6.0<br>362. Visual FoxPro 8.0<br>363. Visual Interdev 6.0<br>364. Visual J++ 1.1<br>365. Visual J++ 6.0<br>366. VMware ESX 4.1<br>367. VMware ESXi 6.0<br>368. VMware Workstation 11<br>369. VMware Workstation 7<br>370. WAN Architecture<br>371. Web Commerce Security<br>372. WebLogic Portal 7.0<br>373. WebLogic Server 12c<br>374. WebLogic Server 7.0<br>375. WebSphere 4.0<br>376. WebSphere Application Server 7<br>377. WebSphere MQ V5<br>378. WinRunner 6.02<br>379. WinRunner 7.6<br>380. Wireless Networking<br>381. XML<br>382. XWindow Systems |

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| Job Function | Assessments  | ● Behavioral Assessments |
|--------------|--|--------------------------|
| Legal        | 1. AUS-NZ Legal Assistant<br>2. AUS-NZ Legal Spelling<br>3. AUS-NZ Legal Vocabulary<br>4. Basic Litigation Knowledge<br>5. Canadian Legal Assistant<br>6. Canadian Legal Spelling<br>7. Canadian Legal Vocabulary<br>8. Canadian Paralegal Skills<br>9. Concordance<br>10. Concordance 10<br>11. Court Reporting<br>12. EEOC Compliance<br>13. French Canadian Legal Spelling<br>14. Legal Abbreviations<br>15. Legal Assistant<br>16. Legal Filing Skills<br>17. Legal Spelling<br>18. Legal Staff Skills<br>19. Legal Vocabulary<br>20. Paralegal Skills<br>21. Patent Prosecution<br>22. Sexual Harassment<br>23. Typing - Legal [1 Minute Onscreen]<br>24. Typing - Legal [3 Minutes Onscreen]<br>25. Typing - Legal [5 Minutes Onscreen]<br>26. U.K. Basic Litigation Knowledge<br>27. U.K. Legal Spelling<br>28. U.K. Legal Spelling Short<br>29. U.K. Legal Staff Skills<br>30. U.K. Legal Vocabulary<br>31. U.K. Paralegal Skills<br>32. U.K. Typing - Legal [1 Minute Onscreen]<br>33. U.K. Typing - Legal [3 Minutes Onscreen]<br>34. U.K. Typing - Legal [5 Minutes Onscreen] |                          |
| Management   | 1. Leadership Behaviors Assessment<br>2. Leadership Preference<br>3. Manager Selector  |                          |
| Sales        | 1. Advanced Sales Questionnaire (ASQ)<br>2. Logical Reasoning Practice Test<br>3. Numerical Reasoning Practice Test  |                          |

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| Job Function | Assessments  | ● CCAT Assessments |
|--------------|--|--------------------|
| Software     | 1. Adobe Acrobat 7.0 Standard<br>2. Adobe Acrobat 8.0 Standard<br>3. Adobe Acrobat 9.0 Standard<br>4. Adobe Acrobat X<br>5. Adobe Acrobat XI<br>6. Adobe Dreamweaver - Creative Cloud<br>7. Adobe Flash CS3 Professional<br>8. Adobe Flash Professional CS5<br>9. Adobe Flex 3<br>10. Adobe Illustrator - Creative Cloud<br>11. Adobe Illustrator CS<br>12. Adobe Illustrator CS2<br>13. Adobe Illustrator CS3<br>14. Adobe Illustrator CS5<br>15. Adobe Illustrator CS6<br>16. Adobe InDesign - Creative Cloud<br>17. Adobe InDesign CS<br>18. Adobe InDesign CS2<br>19. Adobe InDesign CS3<br>20. Adobe InDesign CS4<br>21. Adobe InDesign CS5<br>22. Adobe InDesign CS6<br>23. Adobe PageMaker 7<br>24. Adobe Photoshop - Creative Cloud<br>25. Adobe Photoshop CS<br>26. Adobe Photoshop CS2<br>27. Adobe Photoshop CS3<br>28. Adobe Photoshop CS4<br>29. Adobe Photoshop CS5<br>30. Adobe Photoshop CS6<br>31. Corel WordPerfect X6<br>32. <b>Commercial Cyber Aptitude Test (CCAT)</b><br>33. <b>Commercial Cyber Aptitude Test (CCAT) - Timed Version</b><br>34. Desktop Publishing Theory Skills<br>Dutch Microsoft Excel 2013 - Normal User<br>35. User<br>Dutch Microsoft Excel 2013 - Power User<br>36. User<br>Dutch Microsoft Excel 2013 - Whole Test<br>37. Dutch Microsoft Word 2013 - Normal User<br>38. Dutch Microsoft Word 2013 - Power User<br>39. Dutch Microsoft Word 2013 - Whole Test<br>40. Dutch Microsoft Word 2013 - Whole Test<br>41. FileMaker Pro 6<br>42. French Canadian Microsoft Access 2007<br>43. French Canadian Microsoft Access 2010<br>44. French Canadian Microsoft Access 2010 [Timed]<br>45. French Canadian Microsoft Access 2013<br>46. French Canadian Microsoft Access 2013 [Timed]<br>47. French Canadian Microsoft Excel 2007 - Normal User<br>48. French Canadian Microsoft Excel 2007 - Power User<br>49. French Canadian Microsoft Excel 2007 - Whole Test<br>50. French Canadian Microsoft Excel 2010 - Normal User [Timed]<br>51. French Canadian Microsoft Excel 2010 - Power User [Timed]<br>52. French Canadian Microsoft Excel 2010 - Whole Test<br>53. French Canadian Microsoft Excel 2010 - Whole Test [Timed]<br>54. French Canadian Microsoft Excel 2013 - Normal User<br>55. French Canadian Microsoft Excel 2013 - Normal User [Timed]<br>56. French Canadian Microsoft Excel 2013 - Power User<br>57. French Canadian Microsoft Excel 2013 - Power User [Timed]<br>58. French Canadian Microsoft Excel 2013 - Whole Test<br>59. French Canadian Microsoft Excel 2013 - Whole Test [Timed]<br>60. French Canadian Microsoft Excel 2016 - Normal User<br>61. French Canadian Microsoft Excel 2016 - Normal User [Timed]<br>62. French Canadian Microsoft Excel 2016 - Power User<br>63. French Canadian Microsoft Excel 2016 - Power User [Timed] |                    |

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| Job Function     | Assessments   |
|------------------|---|
| Software, cont'd | <p>64. French Canadian Microsoft Excel 2016 - Whole Test</p> <p>65. French Canadian Microsoft Excel 2016 - Whole Test [Timed]</p> <p>66. French Canadian Microsoft Outlook 2007</p> <p>67. French Canadian Microsoft Outlook 2010</p> <p>68. French Canadian Microsoft Outlook 2010 [Timed]</p> <p>69. French Canadian Microsoft Outlook 2013</p> <p>70. French Canadian Microsoft Outlook 2013 [Timed]</p> <p>71. French Canadian Microsoft PowerPoint 2007 - Normal User</p> <p>72. French Canadian Microsoft PowerPoint 2007 - Power User</p> <p>73. French Canadian Microsoft PowerPoint 2007 - Whole Test</p> <p>74. French Canadian Microsoft PowerPoint 2010 - Normal User</p> <p>75. French Canadian Microsoft PowerPoint 2010 - Normal User [Timed]</p> <p>76. French Canadian Microsoft PowerPoint 2010 - Power User</p> <p>77. French Canadian Microsoft PowerPoint 2010 - Power User [Timed]</p> <p>78. French Canadian Microsoft PowerPoint 2010 - Whole Test</p> <p>79. French Canadian Microsoft PowerPoint 2010 - Whole Test [Timed]</p> <p>80. French Canadian Microsoft PowerPoint 2013 - Normal User</p> <p>81. French Canadian Microsoft PowerPoint 2013 - Normal User [Timed]</p> <p>82. French Canadian Microsoft PowerPoint 2013 - Power User</p> <p>83. French Canadian Microsoft PowerPoint 2013 - Power User [Timed]</p> <p>84. French Canadian Microsoft PowerPoint 2013 - Whole Test</p> <p>85. French Canadian Microsoft PowerPoint 2013 - Whole Test [Timed]</p> <p>86. French Canadian Microsoft Word 2007 - Normal User</p> <p>87. French Canadian Microsoft Word 2007 - Power User</p> <p>88. French Canadian Microsoft Word 2007 - Whole Test</p> <p>89. French Canadian Microsoft Word 2010 - Normal User</p> <p>90. French Canadian Microsoft Word 2010 - Normal User [Timed]</p> <p>91. French Canadian Microsoft Word 2010 - Power User</p> <p>92. French Canadian Microsoft Word 2010 - Power User [Timed]</p> <p>93. French Canadian Microsoft Word 2010 - Whole Test</p> <p>94. French Canadian Microsoft Word 2010 - Whole Test [Timed]</p> <p>95. French Canadian Microsoft Word 2013 - Normal User</p> <p>96. French Canadian Microsoft Word 2013 - Normal User [Timed]</p> <p>97. French Canadian Microsoft Word 2013 - Power User</p> <p>98. French Canadian Microsoft Word 2013 - Power User [Timed]</p> <p>99. French Canadian Microsoft Word 2013 - Whole Test</p> <p>100. French Canadian Microsoft Word 2013 - Whole Test [Timed]</p> <p>101. French Canadian Microsoft Word 2016 - Normal User</p> <p>102. French Canadian Microsoft Word 2016 - Normal User [Timed]</p> <p>103. French Canadian Microsoft Word 2016 - Power User</p> <p>104. French Canadian Microsoft Word 2016 - Power User [Timed]</p> <p>105. French Canadian Microsoft Word 2016 - Whole Test</p> <p>106. French Canadian Microsoft Word 2016 - Whole Test [Timed]</p> <p>107. French Microsoft Excel 2013 - Normal User</p> <p>108. French Microsoft Excel 2013 - Power User</p> <p>109. French Microsoft Excel 2013 - Whole Test</p> <p>110. French Microsoft Word 2013 - Normal User</p> |

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| Job Function     | Assessments   |
|------------------|---|
| Software, cont'd | 111. French Microsoft Word 2013 - Power User<br>112. French Microsoft Word 2013 - Whole Test<br>113. German Microsoft Excel 2013 - Normal User<br>114. German Microsoft Excel 2013 - Power User<br>115. German Microsoft Excel 2013 - Whole Test<br>116. German Microsoft Word 2013 - Normal User<br>117. German Microsoft Word 2013 - Power User<br>118. German Microsoft Word 2013 - Whole Test<br>119. Italian Microsoft Excel 2013 - Normal User<br>120. Italian Microsoft Excel 2013 - Power User<br>121. Italian Microsoft Excel 2013 - Whole Test<br>122. Legal MacPac 2000<br>123. Lotus Notes 4.5 for Users<br>124. Lotus Notes 5.0 for Users<br>125. Lotus Notes 6.5 for Users<br>126. Lotus Notes 8.5 for Users<br>127. Macintosh Basics OS 9<br>128. Medisoft<br>129. Microsoft Access 2007<br>130. Microsoft Access 2010<br>131. Microsoft Access 2010 [Timed]<br>132. Microsoft Access 2013<br>133. Microsoft Access 2013 [Timed]<br>134. Microsoft Access 2013 Tutorial<br>135. Microsoft Access 2016<br>136. Microsoft Access 2016 [Timed]<br>137. Microsoft Access 2016 Tutorial<br>138. Microsoft Excel 2003 - Normal User<br>139. Microsoft Excel 2003 - Power User<br>140. Microsoft Excel 2003 - Whole Test<br>141. Microsoft Excel 2007 - Normal User<br>142. Microsoft Excel 2007 - Power User<br>143. Microsoft Excel 2007 - Whole Test<br>144. Microsoft Excel 2010 - Normal User<br>145. Microsoft Excel 2010 - Normal User [Timed]<br>146. Microsoft Excel 2010 - Power User<br>147. Microsoft Excel 2010 - Power User [Timed]<br>148. Microsoft Excel 2010 - Whole Test<br>149. Microsoft Excel 2010 - Whole Test [Timed]<br>150. Microsoft Excel 2010 - Francais Du Canada - Utilisateur Standard<br>151. Microsoft Excel 2010 - Français Du Canada - Utilisateur Chevonné<br>152. Microsoft Excel 2013 - Normal User<br>153. Microsoft Excel 2013 - Normal User [Timed]<br>154. Microsoft Excel 2013 - Power User<br>155. Microsoft Excel 2013 - Power User [Timed]<br>156. Microsoft Excel 2013 - Whole Test<br>157. Microsoft Excel 2013 - Whole Test [Timed]<br>158. Microsoft Excel 2013 Tutorial<br>159. Microsoft Excel 2016 - Normal User<br>160. Microsoft Excel 2016 - Normal User [Timed]<br>161. Microsoft Excel 2016 - Power User<br>162. Microsoft Excel 2016 - Power User [Timed]<br>163. Microsoft Excel 2016 - Whole Test<br>164. Microsoft Excel 2016 - Whole Test [Timed]<br>165. Microsoft Excel 2016 Tutorial<br>166. Microsoft FrontPage 2003<br>167. Microsoft Internet Explorer 10.0<br>168. Microsoft Internet Explorer 10.0 [Timed]<br>169. Microsoft Internet Explorer 10.0 Tutorial<br>170. Microsoft Outlook 2007<br>171. Microsoft Outlook 2010<br>172. Microsoft Outlook 2010 [Timed]<br>173. Microsoft Outlook 2013<br>174. Microsoft Outlook 2013 [Timed]<br>175. Microsoft Outlook 2013 Tutorial<br>176. Microsoft Outlook 2016<br>177. Microsoft Outlook 2016 [Timed]<br>178. Microsoft Outlook 2016 Tutorial<br>179. Microsoft PowerPoint 2007 - Normal User |

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| Job Function     | Assessments  |
|------------------|--|
| Software, cont'd | <p>180. Microsoft PowerPoint 2007 - Power User</p> <p>181. Microsoft PowerPoint 2007 - Whole Test</p> <p>182. Microsoft PowerPoint 2010 - Normal User</p> <p>183. Microsoft PowerPoint 2010 - Normal User [Timed]</p> <p>184. Microsoft PowerPoint 2010 - Power User</p> <p>185. Microsoft PowerPoint 2010 - Power User [Timed]</p> <p>186. Microsoft PowerPoint 2010 - Whole Test</p> <p>187. Microsoft PowerPoint 2010 - Whole Test [Timed]</p> <p>188. Microsoft PowerPoint 2013 - Normal User</p> <p>189. Microsoft PowerPoint 2013 - Normal User [Timed]</p> <p>190. Microsoft PowerPoint 2013 - Power User</p> <p>191. Microsoft PowerPoint 2013 - Power User [Timed]</p> <p>192. Microsoft PowerPoint 2013 - Whole Test</p> <p>193. Microsoft PowerPoint 2013 - Whole Test [Timed]</p> <p>194. Microsoft PowerPoint 2013 Tutorial</p> <p>195. Microsoft PowerPoint 2016 - Normal User</p> <p>196. Microsoft PowerPoint 2016 - Normal User [Timed]</p> <p>197. Microsoft PowerPoint 2016 - Power User</p> <p>198. Microsoft PowerPoint 2016 - Power User [Timed]</p> <p>199. Microsoft PowerPoint 2016 - Whole Test</p> <p>200. Microsoft PowerPoint 2016 - Whole Test [Timed]</p> <p>201. Microsoft PowerPoint 2016 Tutorial</p> <p>202. Microsoft Project 2000</p> <p>203. Microsoft Project 2003</p> <p>204. Microsoft Project 2007</p> <p>205. Microsoft Project 2010 Professional</p> <p>206. Microsoft Project 2013</p> <p>207. Microsoft Publisher 2002</p> <p>208. Microsoft Publisher 2007</p> <p>209. Microsoft Publisher 2010</p> <p>210. Microsoft Publisher 2013</p> <p>211. Microsoft Windows 7</p> <p>212. Microsoft Windows 7 [Timed]</p> <p>213. Microsoft Windows 7 Tutorial</p> <p>214. Microsoft Windows XP</p> <p>215. Microsoft Word 2003 - Normal User</p> <p>216. Microsoft Word 2003 - Power User</p> <p>217. Microsoft Word 2003 - Whole Test</p> <p>218. Microsoft Word 2007 - Normal User</p> <p>219. Microsoft Word 2007 - Power User</p> <p>220. Microsoft Word 2007 - Whole Test</p> <p>221. Microsoft Word 2010 - Normal User</p> <p>222. Microsoft Word 2010 - Normal User [Timed]</p> <p>223. Microsoft Word 2010 - Power User</p> <p>224. Microsoft Word 2010 - Power User [Timed]</p> <p>225. Microsoft Word 2010 - Whole Test</p> <p>226. Microsoft Word 2010 - Whole Test [Timed]</p> <p>227. Microsoft Word 2013 - Normal User</p> <p>228. Microsoft Word 2013 - Normal User [Timed]</p> <p>229. Microsoft Word 2013 - Power User</p> <p>230. Microsoft Word 2013 - Power User [Timed]</p> <p>231. Microsoft Word 2013 - Whole Test</p> <p>232. Microsoft Word 2013 - Whole Test [Timed]</p> <p>233. Microsoft Word 2013 Tutorial</p> <p>234. Microsoft Word 2016 - Normal User</p> <p>235. Microsoft Word 2016 - Normal User [Timed]</p> <p>236. Microsoft Word 2016 - Power User</p> <p>237. Microsoft Word 2016 - Power User [Timed]</p> <p>238. Microsoft Word 2016 - Whole Test</p> <p>239. Microsoft Word 2016 - Whole Test [Timed]</p> <p>240. Microsoft Word 2016 Tutorial</p> <p>241. Microsoft Word 2019 - Normal User</p> <p>242. Microsoft Word 2019 - Normal User [Timed]</p> <p>243. Microsoft Word 2019 - Power User</p> |

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