

ENTRÉE RECRUITMENT

PreVisor Tests

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Administrative/Clerical

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

Product Category: Administrative-Clerical
Assessment Category: Audio Transcription
Assessment Type: Audio Transcription
of Questions: 1

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Multiple Choice
of Questions: 30
Questions / Skill Level 18/ Basic 9 / Intermediate 3 / Advanced

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Text
of Questions: 3

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Text
of Questions: 3

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

Product Category: Administrative-Clerical
Assessment Category: Business Letter Format
Assessment Type: Business Letter Compose
of Questions: 1

Business Letter Edit - AUS assessment measures the candidate's ability to accurately make corrections from a business letter containing punctuation, spelling, and formatting errors.

Product Category: Administrative-Clerical
Assessment Category: Business Letter Format
Assessment Type: Business Letter Edit
of Questions: 1

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Multiple Choice
Max # of Questions: 30

Data Entry Alphanumeric Form 1 - AUS assessment measures the candidate's speed and accuracy at typing text and numbers into forms.

Product Category: Administrative-Clerical
Assessment Category: Data Entry
Assessment Type: Alphanumeric
of Questions: 1

Data Entry Numeric Form 1 - AUS assessment measures the candidate's speed and accuracy at typing numbers into forms.

Product Category: Administrative-Clerical
Assessment Category: Data Entry
Assessment Type: Numeric
of Questions: 1

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

Product Category: Administrative-Clerical
Assessment Category: Language
Assessment Type: Multiple Choice
of Questions: 30
Questions / Skill Level 15/ Basic 9 / Intermediate 6 / Advanced

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Multiple Choice, Max # of Questions: 30

The General Clerical Grammar – this assessment measures the candidate's ability to correctly use the various parts of speech in written communication. The General Clerical Grammar assessment covers subject-verb agreement, sentence structure, and punctuation.

Product Category: Administrative-Clerical
Assessment Category: Grammar
Assessment Type: Multiple Choice
of Questions: 30
Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced

The General Clerical Spelling multiple choice – this assessment identifies the candidate's ability to identify correctly spelled words in written communication. The General Clerical Spelling multiple-choice assessment covers plurals, prefixes, suffixes, abbreviations, and common errors.

Product Category: Administrative-Clerical
Assessment Category: Spelling
Assessment Type: Multiple Choice
of Questions: 30
Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced

The General Clerical Spelling short answer – this assessment identifies the candidate's ability to correctly spell words in written communication. The General Clerical Spelling short answer assessment covers plurals, prefixes, suffixes, abbreviations, and common errors.

Product Category: Administrative-Clerical
Assessment Category: Spelling
Assessment Type: Short Answer
of Questions: 30
Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced

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

Product Category: Administrative-Clerical
Assessment Category: Administrative
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Administrative-Clerical
Assessment Category: Administrative
Assessment Type: Multiple Choice
Max # of Questions: 30

The Reading Comprehension - English – this assessment provides a general measure of English reading comprehension. This test is comprised of items that contain a passage that you must read in order to answer the question being asked. The questions focus on the candidate's ability to demonstrate an understanding of the passage. Questions may be specific in nature, with answers that can be found almost word for word in the passage. For example, the question may ask for a date, name or place that can be found by closely reading through the passage. Alternatively, the questions may be general in nature, with answers that can be determined only by fully understanding the meaning of the passage. "What is the theme of the passage?" or "What is the mood of the author?" are examples of general questions the candidate may be asked.

Product Category: Administrative-Clerical
Assessment Category: Reading
Assessment Type: Multiple Choice
Max # of Questions: 30

Shorthand - AUS – this assessment measures a candidate's speed and accuracy at taking shorthand notes while listening to a dictation recording and transcribing the shorthand notes to a word processor.

Product Category: Administrative-Clerical
Assessment Category: Shorthand-Speedwriting
Assessment Type: Shorthand
of Questions: 1

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Multiple Choice
Max # of Questions: 30

Typing Career Development - AUS – this assessment measures a candidate's speed and accuracy at typing from a text original. This typing test uses the following formula to determine the Net Words Per Minute score: $\text{Net Words Per Minute} = \text{Gross Words Per Minute} - \text{Total Errors}$

Product Category: Administrative-Clerical
Assessment Category: Typing
Assessment Type: Typing
of Questions: 1

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

Product Category: Administrative-Clerical
Assessment Category: Communications
Assessment Type: Multiple Choice
Max # of Questions: 30

Business Skills

The Business Communication – this test measures the candidate's knowledge of communicating in the workplace. It measures the skills necessary to communicate effectively with co-workers at all levels and with external business contacts. Designed for the average business worker, this test includes the following topics: Electronic Communication, Employment Communication, Listening, Meetings, Nonverbal Communication, Verbal Communication, and Written Communication.

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

Marketing Concepts – this test measures the candidate's knowledge of the core areas of marketing. Designed for all professionals, this test covers the following topics: Advertising & Sales Promotion, Buying Behaviour, Demographic Decision-Making, Distribution & Channel Selection, Information Analysis, Internal & External Company Evaluation, Market Analysis, Marketing Control Systems, Marketing Plans, New Product/Service Development, Pricing, and Selling Issues.

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice, Max # of Questions: 30

Marketing Strategy – this test measures the candidate's knowledge of the strategic issues involved in developing a marketing plan. Designed for experienced marketing professionals, this test covers the following topics: Planning, Assessing Opportunities, Segmentation, Satisfying Customers, Cost of Entry, and Integration.

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Business Skills
Assessment Category: Business Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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Call Centre

The Call Centre Basic Simulation UK- 10 Minutes Timed assessment measures a candidate's speed and accuracy at listening and entering information in a simulated call centre environment.

Product Category: Call Centre
Assessment Category: Call Centre Environment
Assessment Type: Call Centre
of Questions: 1

The Call Centre Basic Simulation US- 10 Minutes Timed assessment measures a candidate's speed and accuracy at listening and entering information in a simulated call centre environment.

Product Category: Call Centre
Assessment Category: Call Centre Environment
Assessment Type: Call Centre
of Questions: 1

The Call Centre Expanded Simulation UK- 10 Minutes Timed assessment measures the candidate's ability to enter a caller's information into the appropriate fields within a call centre environment. The assessment measures accuracy as well as speed.

Product Category: Call Centre
Assessment Category: Call Centre Environment
Assessment Type: Call Centre
of Questions: 1

The Call Centre Expanded Simulation US- 10 Minutes Timed assessment measures the candidate's ability to enter a caller's information into the appropriate fields within a call centre environment. The assessment measures accuracy as well as speed.

Product Category: Call Centre
Assessment Category: Call Centre Environment
Assessment Type: Call Centre
of Questions: 1

The Call Centre General Terms US assessment measures the candidate's ability to listen and to accurately spell standard English terms. This test contains one question with 25 terms.

Product Category: Call Centre
Assessment Category: Spelling
Assessment Type: Call Centre
of Questions: 1

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

Product Category: Call Centre
Assessment Category: Call Centre
Assessment Type: Score Key, Max # of Questions: 70

The Customer Relationship Management (CRM) Navigation – this test assesses candidate interactions within a real-world desktop environment by providing a workspace that simulates multiple customer service based applications running on a Windows XP desktop.

The Customer Relationship Management (CRM) test measures the candidate's ability to minimize, maximize, and resize application windows, navigate and select items within open applications and tabbed windows, toggle between multiple screens, copy and paste data, type text accurately, edit typed text, and use multiple applications to search for and associate information.

Product Category: Call Centre

Assessment Category: Call Centre Environment

Assessment Type: Simulation

of Questions: 26

Customer Care Simulation - is a timed assessment that allows the candidate 10 minutes to answer calls. The assessment measures the candidate's ability to enter a caller's information into the appropriate fields within a call centre environment. The assessment measures accuracy as well as speed.

Product Category: Call Centre

Assessment Category: Call Centre Environment

Assessment Type: Call Centre

of Questions: 1

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Call Centre Scenario

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

Product Category: Call Centre Scenario

Assessment Category: Scenarios

Assessment Type: Call Centre Scenario

of Questions: 4

Contact Centre Scenario - Australian English - 8 Calls Not Timed assessment measures the candidate's ability for customer service orientation, to handle an angry caller, to solve customer service problems, to build rapport with the caller, and to use a basic computer interface.

Product Category: Call Centre Scenario

Assessment Category: Scenarios

Assessment Type: Call Centre Scenario

of Questions: 8

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

Product Category: Call Centre Scenario

Assessment Category: Scenarios

Assessment Type: Call Centre Scenario

of Questions: 4

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Finance

Accounts Receivable - AUS test measures a candidate's knowledge and skill level in calculating late charges, discount terms, and uncollectibles, understanding accrual-based accounting and aging schedules, journal entries, balancing accounts, and reconciling bank statements.

Product Category: Finance

Assessment Category: Accounting - AUS

Assessment Type: Multiple Choice

of Questions: 30

Questions / Skill Level 20/ Basic 0 / Intermediate 10 / Advanced

Accounts Receivable/Billing Fundamentals (U.S.) test is part of the accounting fundamentals line of tests. These shorter (30 item) tests measure the candidate's knowledge of processing receivables and invoices. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: A/R Principles, Applying Cash, Bad Debt/Collections, Cash Flow, Credit, General Ledger, Invoicing, and Reconciliation of Customer Accounts. The candidate will need a calculator when taking this exam.

Product Category: Finance

Assessment Category: Accounting - US

Assessment Type: Multiple Choice

Max # of Questions: 30

Bookkeeping - AUS test evaluates a candidate's knowledge and skill level in calculating gross wages, preparing worksheets and financial statements, balancing accounts, determining depreciation and cost of goods, interest calculations, journal entries, and knowledge of basic bookkeeping terms and definitions.

Product Category: Finance

Assessment Category: Accounting - AUS

Assessment Type: Multiple Choice

of Questions: 35

Questions / Skill Level 22/ Basic 0 / Intermediate 13 / Advanced

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

Product Category: Finance

Assessment Category: Accounting - US

Assessment Type: Multiple Choice

Max # of Questions: 30

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

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Finance
Assessment Category: --
Assessment Type: Score Key
of Questions: 20

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

Product Category: Finance
Assessment Category: Accounting - AUS
Assessment Type: Multiple Choice
of Questions: 35
Questions / Skill Level 20/ Basic 0 / Intermediate 15 / Advanced

Handling Money - US test is designed to find the best candidates for positions where handling money is required on a regular basis, such as bank tellers and cashiers. This multiple-choice test assesses a candidate's skills and abilities in regard to calculating transactions, understanding US currency formats, recognizing US currency, and general arithmetic.

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Multiple Choice
of Questions: 40

MYOB Premiere 8 - This test is designed to assess your knowledge of various functions in MYOB Premiere 8. You will be asked 30 multiple-choice questions on topics including the following: banking, payroll, purchases, and sales. You will have up to 30 minutes to answer these questions.

Product Category: Finance
Assessment Category: Accounting - AUS
Assessment Type: Multiple Choice
of Questions: 30
Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced

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

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Multiple Choice
Max # of Questions: 30

US Payroll - Payroll Taxes – this test measures a candidate's knowledge and skill level in calculating net and gross earnings, preparing payroll tax forms and worksheets, qualifying salary expense entries, understanding overtime pay requirements and profit distribution, identifying employer tax obligations and due dates, entering employee payroll records and tax classifications, and determining payroll amounts for various commission structures.

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Multiple Choice
of Questions: 35
Questions / Skill Level 24/ Basic 0 / Intermediate 11 / Advanced

Peachtree Accounting 2002 – this assessment measures the candidate's experience in performing everyday bookkeeping and accounting tasks. Tasks include performing basic Peachtree Accounting functions, entering account transactions, managing payroll, and viewing financial reports.

Product Category: Finance
Assessment Category: Accounting - US
Assessment Type: Simulation
of Questions: 30
Questions / Skill Level 30/ Basic 0 / Intermediate 0 / Advanced

QuickBooks 2002 – this assessment measures the candidate's experience in performing everyday bookkeeping and accounting tasks. Tasks include performing transactions, managing payroll, managing taxes, and using timing and billing functions.

Product Category: Finance

Assessment Category: Accounting - US

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 12/ Basic 9 / Intermediate 9 / Advanced

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Human Resources

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

Interviewing and Hiring Concepts (U.S.) - this test measures the candidate's knowledge of the interviewing and hiring process. Designed for the typical employee and/or hiring manager, this test covers the following topics: Situational Interviews, Candidate Fit, Probing Skills, Types of Interviews, Legal Compliance, Behavioural Interviewing, Job Analysis, Behaviour Traits, Interview Quality Control, and Screening.

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Human Resources
Assessment Category: Human Resources
Assessment Type: Multiple Choice
Max # of Questions: 30

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Primary skills

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

Product Category: Qwiz Primary Skills
Assessment Category: Qwiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 70

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

Product Category: Qwiz Primary Skills
Assessment Category: Qwiz Primary Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

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

Product Category: Qwiz Primary Skills
Assessment Category: Qwiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 60

Classifying and Coding – this test measures the candidate's ability to classify and code items by categories.

Product Category: Qwiz Primary Skills
Assessment Category: Qwiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 70

Filing Names – this test measures a candidate's ability to sort names in alphabetical order.

Product Category: Qwiz Primary Skills
Assessment Category: Qwiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 40

Filing - Numbers – this test measures a candidate's ability to sort items in numerical order.

Product Category: Qwiz Primary Skills
Assessment Category: Qwiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 50

Following Instructions – this test measures a candidate's ability to follow detailed instructions and then select the correct course of action.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 30

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

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
Max # of Questions: 30

Math Problem Solving – this assessment measures the candidate's ability to use basic mathematic computations to solve real-world problems.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 20

Math-Basic Skills - US – this assessment measures the candidate's ability to quickly perform basic mathematical computations including addition, subtraction, multiplication, and division.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 100

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

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 20

Math-Intermediate Skills - US measures the candidate's ability to quickly perform intermediate level mathematical computations including addition, subtraction, multiplication, and division.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 70

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

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 50
Questions / Skill Level 24/ Basic 0 / Intermediate 26 / Advanced

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

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 60

Reviewing Forms - assessment measures a candidate's ability to detect errors in forms by comparing text in a form to text in a paragraph format.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 40

Verbal Reasoning assessment measures a candidate's ability to combine separate pieces of information and determine true statements based on that information.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 18

Visual Comparison assessment measures the candidate's ability to efficiently compare information and detect errors.

Product Category: Quiz Primary Skills
Assessment Category: Quiz Primary Skills
Assessment Type: Multiple Choice
of Questions: 150

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Software skills

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

Product Category: Software Skills

Assessment Category: Other Applications

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 15/ Basic 11 / Intermediate 4 / Advanced

Computer Fundamentals (Mac OS 8.6) test measures the candidate's basic knowledge of using a Macintosh computer. Designed for all computers users, this test measures your knowledge of the most commonly used aspects of the computer from using the Macintosh Operating System 8.6 and peripherals (printers, scanners, disk drives), to performing common tasks in popular software programs. This test has the following topics: Applications, Control Panels, Cross-platform Usage, Desk Top, Disks, Internet, and Troubleshooting.

Product Category: Software Skills

Assessment Category: --

Assessment Type: Multiple Choice

Max # of Questions: 30

(Mac OS X)

(Mac 10.4)

Computer Fundamentals - Win 2000 (adaptive) test measures the candidate's basic knowledge using a personal computer. While the test focuses on the skills of using any PC, it uses Windows 2000 as its basis. Designed for all computers users, this test has the following topics: File Management, GUI, Hardware, Networks, Security, Software, Storage, and Win 2000.

Product Category: Software Skills

Assessment Category: Operating Systems

Assessment Type: Multiple Choice

Max # of Questions: 30

(Win XP)

Computer Literacy (Windows XP) test measures the candidate's knowledge of how to use a computer. Test questions are based on a computer running the Windows XP Professional operating system in the default (not classic) mode and default configuration. Designed for entry level computer users, this test includes the following topics: how to install and launch applications; connecting with other users through networks and by sharing files; using input/output devices such as printers, monitors and other peripherals; basic Internet concepts such as email, firewalls and the world wide web; maintenance and settings of the XP environment; storage and management of files; audio and video features; and using multiple windows to work efficiently.

Product Category: Software Skills

Assessment Category: --

Assessment Type: Multiple Choice, Max # of Questions: 30

Internet Explorer 6 is a **Microsoft Web browser** application that integrates core technologies used in Windows operating systems. The Internet Explorer 6 assessment measures a candidate's ability to perform common Web browsing tasks using Internet Explorer 6 features and integrated Windows functions.

Product Category: Software Skills

Assessment Category: MS Internet Explorer

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 18/ Basic 8 / Intermediate 4 / Advanced

Lotus 1-2-3 97 is a spreadsheet application that allows users to enter and manipulate data in rows and columns. The Lotus 1-2-3 97 assessment measures a candidate's experience in creating and managing worksheets, entering and managing data, creating and modifying charts, and performing calculations.

Product Category: Software Skills

Assessment Category: Other Applications

Assessment Type: Simulation

of Questions: 38

Questions / Skill Level 19/ Basic 9 / Intermediate 10 / Advanced

Access 2000 is the database component of the Microsoft Office 2000 suite. The Access 2000 assessment evaluates the candidate's experience in creating and managing database files, entering and modifying data, and creating and managing tables, forms, reports, queries, pages and macros.

Product Category: Software Skills

Assessment Category: MS Office 2000

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 12/ Basic 11 / Intermediate 7 / Advanced (Access 97, 2002, 2003)

Excel 2000 is the spreadsheet component of the Microsoft Office 2000 suite. The Excel 2000 assessment evaluates the candidate's experience in creating and managing worksheets, entering and managing data, applying filters, inserting and modifying charts and performing calculations.

Product Category: Software Skills

Assessment Category: MS Office 2000

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced (Excel 97, 2002, 2003, 2007)

Microsoft Internet Explorer 6.0 Fundamentals (adaptive) test measures the candidate's knowledge of the skills necessary to proficiently use MS Internet Explorer at a user level. Designed for all users, this test covers the following topics: Basic Features and Functions, Browser Usage, Customization, Privacy, Security, and Setup and Installation.

Product Category: Software Skills
Assessment Category: MS Internet Explorer
Assessment Type: Multiple Choice
Max # of Questions: 30

Microsoft Office 2003 Fundamentals test is a multi-section test that measures the candidate's knowledge of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Outlook. Test topics in MS Word include Layout and Formatting, Revising and Printing, and Standard Word Functions. Test topics in MS Excel include Data Entry and Manipulation, Formulas, Functions and Charts, and Navigating and Printing. Test topics in MS PowerPoint include Creating, Editing, and Managing Presentations, Slide Setup, and Publishing Presentations. Test topics in MS Outlook include Mail Management and Message Organization, Address Book, Schedules and Calendars, and Navigating Outlook and Printing.

Product Category: Software Skills
Assessment Category: MS Office 2003
Assessment Type: Multiple Choice
Max # of Questions: 30

Microsoft Outlook 2002 assessment identifies a candidate's knowledge and skill in using the Microsoft Outlook 2002 e-mail application to create and view messages, schedule appointments and meetings, create and manage contacts, use journal entries, assign tasks, and customize Outlook configurations to automate and simplify message management.

Product Category: Software Skills
Assessment Category: MS Office XP
Assessment Type: Simulation
of Questions: 30
Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced (Outlook 2000, 2003)

PowerPoint 2000 is the presentation component of the Microsoft Office 2000 suite. The PowerPoint 2000 assessment evaluates the candidate's experience in creating and managing presentations, inserting and modifying charts, animation, audio files, and hyperlinks.

Product Category: Software Skills
Assessment Category: MS Office 2000
Assessment Type: Simulation
of Questions: 30
Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced (PowerPoint 97, 2002, 2003, 2007)

Microsoft Project 2000 is a software application that allows users to manage a full range of projects. The Microsoft Project 2000 assessment measures the candidate's experience in creating new projects, adding and assigning resources and tasks, customizing project settings, tracking and analysing project progress, creating and customizing reports, and updating and exchanging project information.

Product Category: Software Skills

Assessment Category: Other Applications

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced (Microsoft Project 2002)

Windows 2000 is an operating system that allows users to manage computer software and files. The Windows 2000 assessment measures the candidate's experience in starting program files, using Windows Explorer, managing files, creating shortcuts, installing software components, and modifying the computer display.

Product Category: Software Skills

Assessment Category: Operating Systems

Assessment Type: Simulation

of Questions: 22

Questions / Skill Level 10/ Basic 6 / Intermediate 6 / Advanced (Windows 98, XP)

Word 2000 is the word processing component of the Microsoft Office 2000 suite. The Word 2000 assessment evaluates the candidate's experience in creating and managing document files, editing and sorting text, printing documents, using graphics and drawing objects, formatting text and document pages, creating hyperlinks and custom toolbars, adding AutoText entries, running macros, inserting and managing a table of contents, and sharing information with other users and Office 2000 applications.

Product Category: Software Skills

Assessment Category: MS Office 2000

Assessment Type: Simulation

of Questions: 30

Questions / Skill Level 10/ Basic 10 / Intermediate 10 / Advanced (Word 97, 2002, 2003, 2007)

WordPro 9.0 is a word processing application that allows users to create and manage text-based documents. The WordPro 9.0 assessment evaluates the candidate's experience in creating and managing document files, editing and formatting text, formatting document pages, creating and editing tables, performing mail merge operations, creating and running macros, and inserting and modifying a table of contents.

Product Category: Software Skills

Assessment Category: Other Applications

Assessment Type: Simulation

of Questions: 38

Questions / Skill Level 16/ Basic 14 / Intermediate 8 / Advanced

Word Processing Fundamentals test demonstrate that the candidate has the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used daily by most professionals. The Word Processing Fundamentals test covers the following topics: Advanced Features, Basic Settings, Document Creation, Document Exchange, Formatting, Page Layout, Revision, and Shortcuts.

Product Category: Software Skills
Assessment Category: --
Assessment Type: Multiple Choice
Max # of Questions: 30

WordPerfect 8.0 is a word processing application that allows users to create and manage text-based documents. The WordPerfect 8.0 assessment evaluates the candidate's experience in creating and managing document files, editing and formatting text, formatting document pages, performing mail merges, creating and running macros, and inserting and managing a table of contents.

Product Category: Software Skills
Assessment Category: Other Applications
Assessment Type: Simulation
of Questions: 38
Questions / Skill Level 16/ Basic 15 / Intermediate 7 / Advanced (WordPerfect 9.0)

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