

Clerical Office

<u>Test Name</u>	<u>Language</u>	<u>Test Type</u>	<u>Test Time</u>	<u>Description</u>
AU Data Entry Test - Alphanumeric (F)	English for Australia	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
AU Typing Test - Medical (F)	English for Australia	Simulation	5 minutes	Tests typing speed and error rate while copying a text specific to medical environments.
AU Typing Test - Technical (F)	English for Australia	Simulation	5 minutes	Tests typing speed and error rate while copying a text specific to technical environments.
Basic Customer Service Skills	English	Skill/ Knowledge	15 minutes	Customer Service questions on topics such as how best to deal with dissatisfied customers, proper telephone skills as well as Customer Service techniques.
Basic Office Manager Skills	English	Skill/ Knowledge	20 minutes	Examinees are asked questions relating to managing staff, measuring employee performance and productivity, and recommending raises and promotions.
Canadian Data Entry Test - Alphanumeric (F)	English for Canada	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Canadian Data Entry Test - Numeric (F)	English for Canada	Simulation	5 minutes	The applicant is asked to type numbers using the keyboard. Scores are based on speed and accuracy of input.
Checking - Names (3min)	English	Skill/ Knowledge	3 minutes	Examinees are asked to compare 2 sets of names and mark if they match or not.
Checking - Numbers (3min)	English	Skill/ Knowledge	3 minutes	Examinees are asked to compare 2 sets of numbers and mark if they match or not.
Checking - Standard (3min)	English	Skill/ Knowledge	3 minutes	Examinees are asked to compare 2 sets of dates, addresses, names as well as words and phrases and mark if they match or not.
Coding - Letters (3min)	English	Skill/ Knowledge	3 minutes	Examinees are asked to select the correct abbreviation from a list of names, colors, departments, cities and chemicals.
Coding - Numbers (3min)	English	Skill/ Knowledge	3 minutes	Examinees are asked to select the correct button on a telephone from a list of extensions, area codes, country codes and departments.

Coding - Standard (3min)	English	Skill/ Knowledge	3 minutes	Examinees are asked to select the correct abbreviation from a list of extensions, departments, names, colors, cities and chemicals.
Data Entry - Alphanumeric (F)	English	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Data Entry - Numeric (F)	English	Simulation	5 minutes	Examinees are asked to type numerical information using the computer keypad. Scores are based on speed and accuracy of input.
Data invultest -- Cijfers	Dutch	Simulation	5 minutes	Examinees are asked to type numerical information using the computer keypad. Scores are based on speed and accuracy of input.
Data invultest -- Letters en Cijfers	Dutch	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Dateneingabetest -- Alphanumerisch	German	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Dateneingabetest -- Numerisch	German	Simulation	5 minutes	Examinees are asked to type numerical information using the computer keypad. Scores are based on speed and accuracy of input.
FC Essentials - Grammar	French Canadian	Skill/ Knowledge	15 minutes	This test measures basic level language skills including the ability to identify statements that are grammatically correct based on sentence structure, punctuation, and parts of speech.
FC Essentials - Math	French Canadian	Skill/ Knowledge	15 minutes	This test measures basic level math skills including addition, subtraction, multiplication, division, fractions, decimals and percents.
FC Essentials - Spelling	French Canadian	Skill/ Knowledge	10 minutes	This test measures basic level spelling skills including the ability to identify correctly/incorrectly spelled words used in general and business environments.
FC Essentials - Vocabulary	French Canadian	Skill/ Knowledge	15 minutes	This test measures basic level vocabulary skills including the ability to identify general and business terms.
Filing - Names (4min)	English	Skill/ Knowledge	4 minutes	Examinees must select the correct location for filing documents based on names and companies.
Filing - Names (Aust)	English for Australia	Skill/ Knowledge	15 minutes	Examinees must select the correct location for filing documents based on names and companies.

Filing - Numbers (4min)	English	Skill/ Knowledge	4 minutes	Examinees must select the correct location for filing documents based on dates and numbers.
Filing - Numbers (Aust)	English for Australia	Skill/ Knowledge	15 minutes	Examinees must select the correct location for filing documents based on dates and numbers.
Filing - Standard (4min)	English	Skill/ Knowledge	4 minutes	Examinees must select the correct location for filing documents based on dates, numbers, names and companies.
Filing - Standard (Aust)	English for Australia	Skill/ Knowledge	15 minutes	Examinees must select the correct location for filing documents based on dates, numbers, names and companies.
Grammar - Business	English	Skill/ Knowledge	15 minutes	Examinees are asked to select grammatically correct sentences specific to business environments.
Grammar - General	English	Skill/ Knowledge	15 minutes	Examinees are asked to select grammatically correct sentences.
Letter Setup - Alternative Block	English	Simulation	10 minutes	Examinees are asked to set up a standard letter in the alternative block format.
Letter Setup - Block	English	Simulation	10 minutes	Examinees are asked to set up a standard letter in the standard block format.
Letter Setup - Letter Head Block	English	Simulation	10 minutes	Examinees are asked to set up a standard letter in the letter head block format.
Letter Setup - Semi Block	English	Simulation	10 minutes	Examinees are asked to set up a standard letter in the semi-block format.
Math - General	English	Skill/ Knowledge	20 minutes	This test contains questions that measure commonly used math skills, such as addition, subtraction, multiplication, division and percentages. Uses fill-in-the-blank item format.
Math - General (form B)	English	Skill/ Knowledge	20 minutes	This test contains questions that measure commonly used math skills, such as addition, subtraction, multiplication, division and percentages. Uses "Multiple-Choice" item format.
Math - General (timed 20min)	English	Skill/ Knowledge	20 minutes	This test contains questions that measure commonly used math skills, such as addition, subtraction, multiplication, division and percentages. Timed 20 minutes maximum.

NL Typetest	Dutch	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
NZ Data Entry Test - Alphanumeric (F)	English for New Zealand	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Postal Codes	English	Skill/ Knowledge	15 minutes	Examinees are asked to enter the abbreviated names for US States, US Territories and Canadian Provinces.
Proofreading - Error Detection (form A)	English	Skill/ Knowledge	10 minutes	Examinees must find and highlight 20 errors found in on-screen text.
Proofreading - Error Detection (form B)	English	Skill/ Knowledge	10 minutes	Examinees must find and highlight 20 errors found in on-screen text.
Prueba alfanumérica	Spanish	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Prueba de mecanografía	Spanish	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
Prueba numérica	Spanish	Simulation	5 minutes	Examinees are asked to type numerical information using the computer keypad. Scores are based on speed and accuracy of input.
Reading Comprehension - Basic Skills	English	Skill/ Knowledge	25 minutes	This test is a 15 item test without review timed at 25 minutes. It is composed of groups of three questions per text sample for a total of 5 text samples. It requires test takers to read passages and answer questions that require applying understanding of what they have read.
Reading Comprehension - General	English	Skill/ Knowledge	30 minutes	This test is a 20 item test with review timed to 30 minutes. Each item has a different text sample. It requires test takers to read passages and answer questions that require applying understanding of what they have read.
Receptionist Skills	English	Skill/ Knowledge	35 minutes	This test contains questions relating to receptionist skills such as recognizing names and faces, taking messages and forwarding calls.
SA Data Entry - Alphanumeric	English for South Africa	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.

Schreibmaschinen-Test	German	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
Secretarial Skills	English	Skill/ Knowledge	30 minutes	This test contains questions relating to secretarial skills such as recognizing names and faces, taking messages, and using judgment and discretion.
Shorthand - Business (Audio)	English	Skill/ Knowledge	5 minutes	Using pen and paper, examinees transcribe audio text into shorthand. Examinees then type their own shorthand notes into the space provided on the computer screen.
SP - Gramática - General	Spanish	Skill/ Knowledge	10 minutes	Examinees are asked to select grammatically correct sentences.
SP - Ortografía - General	Spanish	Simulation	20 minutes	Examinees select the correct spelling of words in general use.
SP - Translation (Audio)	Spanish	Skill/ Knowledge	30 minutes	Listening to audio, examinees are asked to type the correct English spelling for various Spanish words.
SP Vocabulario - General	Spanish	Skill/ Knowledge	20 minutes	Examinees are asked to select the correct meaning of words in general use.
Spelling	English	Skill/ Knowledge	15 minutes	Examinees select the correct spelling of words in general use.
Spelling - Business	English	Skill/ Knowledge	15 minutes	Examinees select the correct spelling of words specific to business environments.
Spelling - Geography	English	Skill/ Knowledge	30 minutes	Examinees are asked to select the correct spelling of countries as well as US and international cities and states.
Spelling - Geography (Aust)	English for Australia	Skill/ Knowledge	30 minutes	Examinees are asked to select the correct spelling of countries as well as US and international cities and states.
SU Essentials - Grammar	Spanish for North America	Skill/ Knowledge	15 minutes	This test measures basic level language skills including the ability to identify statements that are grammatically correct based on sentence structure, punctuation, and parts of speech.
SU Essentials - Math	Spanish for North America	Skill/ Knowledge	15 minutes	This test measures basic level math skills including addition, subtraction, multiplication, division, fractions, decimals and percents.

SU Essentials - Spelling	Spanish for North America	Skill/ Knowledge	15 minutes	This test measures basic level spelling skills including the ability to identify correctly/incorrectly spelled words used in general and business environments.
SU Essentials - Vocabulary	Spanish for North America	Skill/ Knowledge	15 minutes	This test measures basic level vocabulary skills including the ability to identify general and business terms.
Telephone Message Taking Skills	English	Skill/ Knowledge	20 minutes	Examinees see a telephone message displayed briefly and are then asked 5 questions relating to the message.
Telephone Skills	English	Skill/ Knowledge	20 minutes	This test contains questions relating to basic telephone techniques, manners, judgment and discretion as well as message taking.
Telephone Skills (Aust)	English for Australia	Skill/ Knowledge	30 minutes	This test contains questions relating to basic telephone techniques, manners, judgment and discretion as well as message taking.
Ten Key Test	English	Simulation	3 minutes	Examinees are asked to type numerical information using the computer keypad. Scores measure speed and accuracy of input.
Test de dactylographie	French	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
Test Entrée de Données	French	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
Test Entrée de Données -- Num	French	Simulation	5 minutes	Examinees are asked to type numerical information using the computer keypad. Scores are based on speed and accuracy of input.
Transcription - Business	English	Simulation	5 minutes	Examinees type a document that is read aloud.
Typing Test	English	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
Typing Test - 3min	English	Simulation	3 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
Typing Test - One Space Version	English	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.

Typing Test - One Space Version (3 min)	English	Simulation	3 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.
Typing Test - Technical	English	Simulation	5 minutes	Examinees are asked to type a document that includes terminology related to technology. Scores measure typing speed and accuracy.
UK Call Center - Data Analysis	English for UK	Skill/ Knowledge	60 minutes	Examinees are shown various price charts and asked to determine which price would be charged for different scenarios.
UK Checking - Names	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to compare 2 sets of names and mark if they match or not.
UK Checking - Numbers	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to compare 2 sets of numbers and mark if they match or not.
UK Checking - Standard	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to compare 2 sets of dates, addresses, names as well as words and phrases and mark if they match or not.
UK Coding - Letters	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct abbreviation from a list of names, colors, departments, cities and chemicals.
UK Coding - Numbers	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct button on a telephone from a list of extensions, area codes, country codes and departments.
UK Coding - Standard	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct abbreviation from a list of extensions, departments, names, colors, cities and chemicals.
UK Customer Service	English for UK	Skill/ Knowledge	30 minutes	Customer Service questions on topics such as how best to deal with dissatisfied customers, proper telephone skills as well as Customer Service techniques.
UK Data Entry Test - Alphanumeric (F)	English for UK	Simulation	5 minutes	The applicant is asked to type names and addresses using the keyboard. Scores are based on speed and accuracy of input.
UK Data Entry Test - Numeric (F)	English for UK	Simulation	5 minutes	Examinees are asked to type numerical information using the computer keypad. Scores are based on speed and accuracy of input.
UK Filing - Names	English for UK	Skill/ Knowledge	15 minutes	Examinees must select the correct location for filing documents based on names and companies.

UK Filing - Numbers	English for UK Skill/ Knowledge	15 minutes	Examinees must select the correct location for filing documents based on dates and numbers.
UK Filing - Standard	English for UK Skill/ Knowledge	15 minutes	Examinees must select the correct location for filing documents based on dates, numbers, names and companies.
UK Flash Data Entry - Standard (Audio)	English for UK Simulation	5 minutes	Examinees enter data into online forms from audio input.
UK Flash Transcription - Accounting (Audio)	English for UK Skill/ Knowledge	5 minutes	Examinees type a document that is read aloud.
UK Flash Transcription - Business (Audio)	English for UK Skill/ Knowledge	5 minutes	Examinees type a document that is read aloud.
UK Flash Transcription - Legal (Audio)	English for UK Skill/ Knowledge	5 minutes	Examinees type a document that is read aloud.
UK Flash Transcription - Medical (Audio)	English for UK Skill/ Knowledge	5 minutes	Examinees type a document that is read aloud.
UK Grammar - Business	English for UK Skill/ Knowledge	15 minutes	Examinees are asked to select grammatically correct sentences specific to business environments.
UK Grammar - General	English for UK Skill/ Knowledge	15 minutes	Examinees are asked to select grammatically correct sentences.
UK Letter Setup - Alternative Block	English for UK Simulation	15 minutes	Examinees are asked to set up a standard letter in the alternative block format.
UK Letter Setup - Block	English for UK Simulation	15 minutes	Examinees are asked to set up a standard letter in the standard block format.
UK Letter Setup - Letter Head Block	English for UK Simulation	15 minutes	Examinees are asked to set up a standard letter in the letter head block format.
UK Letter Setup - Semi Block	English for UK Simulation	15 minutes	Examinees are asked to set up a standard letter in the semi-block format.
UK Maths - General	English for UK Skill/ Knowledge	20 minutes	This test contains questions that measure commonly used math skills, such as addition, subtraction, multiplication, division and percentages.

UK Office Manager Skills	English for UK	Skill/ Knowledge	20 minutes	Examinees are asked questions relating to managing staff, measuring employee performance and productivity, and recommending raises and promotions.
UK Phone Message Taking	English for UK	Skill/ Knowledge	20 minutes	Examinees see a telephone message displayed briefly and are then asked 5 questions relating to the message.
UK Proofreading - Error Detection	English for UK	Skill/ Knowledge	10 minutes	Examinees must find and highlight 20 errors found in on-screen text.
UK Receptionist Skills	English for UK	Skill/ Knowledge	20 minutes	This test contains questions relating to receptionist skills such as recognizing names and faces, taking messages and forwarding calls.
UK Secretarial Skills	English for UK	Skill/ Knowledge	20 minutes	This test contains questions relating to secretarial skills such as recognizing names and faces, taking messages, and using judgment and discretion.
UK Shorthand - Business (Audio)	English for UK	Skill/ Knowledge	5 minutes	Using pen and paper, examinees transcribe audio text into shorthand. Examinees then type their own shorthand notes into the space provided on the computer screen.
UK Spelling - Business	English for UK	Skill/ Knowledge	15 minutes	Examinees select the correct spelling of words specific to business environments.
UK Spelling - General	English for UK	Skill/ Knowledge	15 minutes	Examinees select the correct spelling of words in general use.
UK Spelling - Geography	English for UK	Skill/ Knowledge	20 minutes	Examinees are asked to select the correct spelling of countries as well as US and international cities and states.
UK Ten Key Test - Standard	English for UK	Simulation	3 minutes	Examinees are asked to type numerical information using the computer keypad. Scores measure speed and accuracy of input.
UK Typing Test 1 (F)	English for UK	Simulation	5 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate.
UK Vocabulary - Business	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct meaning of words specific to business environments.
UK Vocabulary - General	English for UK	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct meaning of words in general use.
Vocabulary	English	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct meaning of words in general use.
Vocabulary - Business	English	Skill/ Knowledge	15 minutes	Examinees are asked to select the correct meaning of words specific to business environments.

Workplace English for Spanish Speakers	Spanish for North America	Skill/ Knowledge	20 minutes	This Spanish-language assessment asks examinees about the meaning and proper usage of English-language words and phrases.
NL Typetest - enkele spatie	Dutch	Simulation	3 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.
Maschinenschreibtest - Version Einzellerzeichen	German	Simulation	3 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.
Prueba de Mecanografía - Version Espacio Simple	Spanish	Simulation	3 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.
Test de Dactylographie - Version Espace Simple	French	Simulation	3 minutes	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.
Typing Test - One Space Version (1min)	English	Simulation	1 Minute	Examinees are asked to type text from a copy. Scores measure typing speed and error rate. This test has single spaces between sentences.