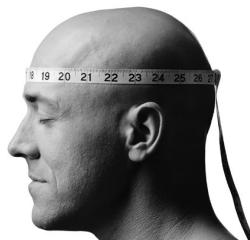




## Assessment Catalog

December 13, 2004

**Contact Brainbench At:**  
703-674-3500  
[bill.lake@brainbench.com](mailto:bill.lake@brainbench.com)



## Welcome to Brainbench

We provide assessments that help you get the person in the right job. Additionally, we help companies use objective assessments to develop employees skills.

Brainbench offers more than 600 different assessments. Our catalog is comprised of the following sections:

1. [OneTest Assessments \(All Dimensions in One Assessment\)](#)
2. [Pre-hire Personality Assessments](#)
3. [Employment History \(Biodata\) Assessments](#)
4. [Computer Software Simulation Assessments](#)
5. [Knowledge, Skills, and Abilities Assessments](#)
6. [Skills Tests Under Development](#)
7. [Other Personality Assessments](#)
8. [The Science Behind the Assessments](#)
9. [Frequently Asked Questions \(FAQ\)](#)

## How Brainbench Works

Using Brainbench assessments is easy. Follow these steps:

1. Register for an online Corporate Account. This account is FREE and comes with numerous additional benefits, such as FREE access to our online database of over 1 million pre-tested
2. Create a PIN code for the test you want to administer.
3. Have the test taker enter the PIN code at <http://www.brainbench.com>
4. Check your email for test results, or search through your results in your online Corporate Account

## How To Pay For Assessments

Brainbench assessments work on a credit system. Each assessment "costs" either one standard or one express credit. You can pre-purchase credits via our web site or through your account representative. You can also provide your credit card number, which will be charged as you utilize assessments.



## OneTest Assessments

The OneTest is a single assessment that covers all key dimensions for a specific job. In this unique product, Brainbench has combined its expertise in different types of assessment, and its extensive library to produce a test that is highly focused on a specific job.



Each OneTest is actually a combination of 3-10 separate assessments, all administered in one cohesive testing event. This provides maximum information to the interviewer, to ensure that the most is gained from the interview. In fact, the results, shown in the graphic below, are intended specifically to assist the interviewer.

Summary	
Overall	Explore
Knowledge of 3D Studio MAX Fundamentals	Review
Knowledge of Basketweaving	Confirm
Attitudes and Motivations	Explore
Work/Education History	Explore

Interview Questions	
<p><b>Knowledge of 3D Studio MAX Fundamentals</b></p> <p>This is a sample interview question, number one. Like it?</p> <p>Sample interview question number 2. So how do you do it?</p> <p>Sample interview question number 3.</p>	Review
<p><b>Knowledge of Basketweaving</b></p> <p>This is a sample interview question, number one. Like it?</p> <p>Sample interview question number 2. So how do you do it?</p> <p>Sample interview question number 3.</p>	Confirm
<p><b>Attitudes and Motivations</b></p> <p>Some jobs require you to be totally focused on details and produce flawless work all the time. Other jobs require high productivity regardless of the quality. What have your past jobs been like? Which did you like best? Why? (evaluate whether the candidate uses appropriate levels of perfectionism)</p> <p>How do you know if you are doing a job correctly? Can you give me an example? (evaluate whether the candidate uses appropriate levels of concern)</p>	Explore

Each OneTest takes about 45 minutes to an hour. The cost is one Standard credit. The OneTest is currently available for more than 100 jobs, which are listed in the tables below, which are organized by Job Family.

### Administration Jobs

Administrative Assistant	Employment History, Job-Fit, Attitude Towards Work, Written English, Listening, MS Word, Typing
Clerk - Data Entry	Employment History, Job-Fit, Attitude Towards Work, Data Entry Alphanumeric

Clerk - General Office	Employment History, Job-Fit, Attitude Towards Work, Data Entry Alphanumeric, Telephone Etiquette
Editor	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Listening, Problem-Solving
Manager - Office	Employment History, Job-Fit, Attitude Towards Work, Listening, Written English, Time Management, Human Resources Concepts, Office Management
Receptionist	Employment History, Job-Fit, Attitude Towards Work, Telephone Etiquette, Listening, Written English
Secretary	Employment History, Job-Fit, Attitude Towards Work, Written English, Office Procedures, MS Word, Typing, Telephone Etiquette
Secretary - Executive	Employment History, Job-Fit, Attitude Towards Work, Writing Exercise, Written English, Listening, MS Word, Office Procedures
Technical Writer	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Listening

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Administration job family. Please refer to our [Table of Contents](#).

## Business & Marketing Jobs

Appraiser/Assessor - Real Estate	Employment History, Job-Fit, Attitude Towards Work, Writing Exercise, Business Math
Business Analyst	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, MS Excel, Writing Exercise
Consultant - Management	Employment History, Job-Fit, Attitude Towards Work, Writing Exercise, Written English, Mathematical Problem-Solving, Business Concepts, Business Process Reengineering
Controller	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Mathematical Problem-Solving, Financial Accounting, Financial Management
Designer - Products	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Abstract Thinking, Listening, Problem-Solving
Desktop Publisher	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Attention to Detail, Computer Fundamentals
Manager - Advertising/Promotions	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Marketing Concepts, Marketing Strategy, Mathematical Problem-Solving
Manager - Product	Employment History, Job-Fit, Attitude Towards Work, Market Research, Written English, Writing Exercise, Analytical Reasoning, Time Management
Market Research Analyst	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Market Research, Analytical Reasoning, Written English, Writing Exercise

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Business & Marketing job family. Please refer to our [Table of Contents](#).

## Computer & Information Technology Jobs

Computer End-User Support Specialist	Employment History, Job-Fit, Attitude Towards Work, Telephone Etiquette, Listening, Computer Fundamentals, Problem-Solving, Reading Comprehension
Computer Programmer - ASP	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Active Server Pages, Abstract Thinking, ASP Code Sample A, SQL
Computer Programmer - C	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, C, Abstract Thinking, C Code Sample A, SQL
Computer Programmer - C#	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, C#, Abstract Thinking, C# Code Sample A, SQL
Computer Programmer - C++	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, C++, Abstract Thinking, C++ Code Sample A, SQL
Computer Programmer - CICS	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, CICS, Abstract Thinking
Computer Programmer - Cold Fusion	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Cold Fusion, Abstract Thinking, SQL

Computer Programmer - Delphi	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Delphi, Abstract Thinking, SQL
Computer Programmer - Java 2	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Java 2, Abstract Thinking, Java 2 Code Sample A, SQL
Computer Programmer - PHP	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, PHP, Abstract Thinking, PHP Code Sample A, SQL
Computer Programmer - PL/SQL	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, PL/SQL, Abstract Thinking, SQL
Computer Programmer - PowerBuilder	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, PowerBuilder, Abstract Thinking
Computer Programmer - VB	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Visual Basic, Abstract Thinking, VB Code Sample A, SQL
Computer Systems Admin - Linux	Employment History, Job-Fit, Attitude Towards Work, Linux Systems Administration, Mathematical Problem-Solving, Reading Comprehension, Networking Concepts
Computer Systems Admin - Unix	Employment History, Job-Fit, Attitude Towards Work, Unix Systems Administration (General), Mathematical Problem-Solving, Reading Comprehension, Networking Concepts
Computer Systems Admin - Windows 2000	Employment History, Job-Fit, Attitude Towards Work, MS Windows 2000 Server Administration, Mathematical Problem-Solving, Reading Comprehension, Networking Concepts
Computer Systems Admin - Windows 2003	Employment History, Job-Fit, Attitude Towards Work, MS Windows Server 2003 Administration, Mathematical Problem-Solving, Reading Comprehension, Networking Concepts
Computer Systems Analyst - .NET	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Analytical Reasoning, Written English, .NET Framework
Computer Systems Analyst - Cobol	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Analytical Reasoning, Written English, Cobol, JCL
Computer Systems Analyst - ERP	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Analytical Reasoning, Written English, ERP Concepts, SQL
Computer Systems Analyst - J2EE	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Analytical Reasoning, Written English, Java 2 Platform Enterprise Edition (J2EE), Java - EJB 2.0, SQL
Computer Systems Analyst - SAP	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Analytical Reasoning, Written English, ABAP
Computer-Aided Designer - AutoCAD	Employment History, Job-Fit, Attitude Towards Work, Autocad, Abstract Thinking, Reading Comprehension
Database Administrator - Adabase	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, Adabase Administration, Reading Comprehension, RDBMS Concepts
Database Administrator - DB2	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, DB2 UDB Administration, Reading Comprehension, RDBMS Concepts
Database Administrator - MS SQL Server	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, MS SQL Server 2000 Administration, Reading Comprehension, RDBMS Concepts
Database Administrator - Oracle 7	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, Oracle 7.0 Administration, Reading Comprehension, RDBMS Concepts
Database Administrator - Oracle 8	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, Oracle 8.0 Administration, Reading Comprehension, RDBMS Concepts
Database Administrator - Oracle 8i	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, Oracle 8i Administration, Reading Comprehension, RDBMS Concepts
Database Administrator - Oracle 9i	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Mathematical Problem-Solving, Oracle 9i Administration, Reading Comprehension, RDBMS Concepts
Engineer - Sales Support	Employment History, Job-Fit, Attitude Towards Work, Listening, Mathematical Problem-Solving, Written English, Writing Exercise
Graphics Designer - Adobe Photoshop	Employment History, Job-Fit, Attitude Towards Work, Adobe Photoshop, Attention to Detail
Information Security Specialist	Employment History, Job-Fit, Attitude Towards Work, Computer Technical Support, Information Technology Security, Internet and Network Security, Mathematical Problem-Solving
Information Systems Architect	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, RDBMS Concepts, Object-Oriented Concepts, Written English, Mathematical Problem-Solving
Internet Security Specialist	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Mathematical Problem-Solving, Written English, Internet and Network Security, Information Technology Security
Network Support Specialist - Novell	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Listening, Networking Concepts, Novell Netware 5.0 Administration, Internet and Network Security
Network Support Specialist - UNIX	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Listening, Networking Concepts, Unix Administration (General), Internet and Network Security

Network Support Specialist - Windows 2000	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Listening, Networking Concepts, MS Windows 2000 Server Administration, Internet and Network Security
Network Support Specialist - Windows 2003	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Listening, Networking Concepts, MS Windows Server 2003 Administration, Internet and Network Security
Software Quality Analyst	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Software Quality Assurance, Attention to Detail
Software Tester	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Attention to Detail
Specialist - Telecommunications	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Reading Comprehension, Telecommunications Industry Knowledge
Trainer - Technical	Employment History, Job-Fit, Attitude Towards Work, Training Delivery and Evaluation
Web Developer	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Reading Comprehension, HTML, CSS2, JavaScript 1.5
Web Developer - Flash	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Reading Comprehension, HTML, CSS2, Flash MX

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Computer & Information Technology job family. Please refer to our [Table of Contents](#).

## Education & Training Jobs

Administrator - Education	Employment History, Job-Fit, Attitude Towards Work, Written English, MS Excel, Problem-Solving
Counselor - Vocational, Educational & Training	Employment History, Job-Fit, Attitude Towards Work, Listening, Problem-Solving, Reading Comprehension
Education/Training Coordinator	Employment History, Job-Fit, Attitude Towards Work, Written English, Listening, Writing Exercise
Teacher - Elementary/Secondary	Employment History, Job-Fit, Attitude Towards Work, Written English, Training Delivery and Evaluation

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Education & Training job family. Please refer to our [Table of Contents](#).

## Finance & Insurance Jobs

Accountant	Employment History, Job-Fit, Attitude Towards Work, Financial Accounting, Mathematical Problem-Solving, MS Excel, Written English
Auditor	Employment History, Job-Fit, Attitude Towards Work, Financial Auditing, Mathematical Problem-Solving, MS Excel, Written English
Bank Teller	Employment History, Job-Fit, Attitude Towards Work, Listening, Customer Assistance C, Business Math, Computer Fundamentals
Budget Analyst	Employment History, Job-Fit, Attitude Towards Work, Financial Management, Mathematical Problem-Solving, Written English, MS Excel
Clerk - Accounting	Employment History, Job-Fit, Attitude Towards Work, Data Entry Numeric, Math Fundamentals, Reading Comprehension
Financial Analyst	Employment History, Job-Fit, Attitude Towards Work, Mathematical Problem-Solving, Written English, Writing Exercise, Financial Analysis
Insurance Adjuster	Employment History, Job-Fit, Attitude Towards Work, Written English, Listening, Mathematical Problem-Solving, Attention to Detail
Insurance Claims Specialist	Employment History, Job-Fit, Attitude Towards Work, Data Entry Alphanumeric, Reading Comprehension, Business Math
Loan Processor	Employment History, Job-Fit, Attitude Towards Work, Math Fundamentals, Attention to Detail
Manager - Financial	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Mathematical Problem-Solving, Managing People, Financial Management

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Finance & Insurance job family. Please refer to our [Table of Contents](#).

## Health & Human Services Jobs

Assistant - Dental	Employment History, Job-Fit, Attitude Towards Work, Listening, Coaching, Reading Comprehension
Assistant - Medical	Employment History, Job-Fit, Attitude Towards Work, Listening, Reading Comprehension, Medical Office Skills, Computer Fundamentals
Child Care Worker	Employment History, Job-Fit, Attitude Towards Work, Listening, Coaching
Emergency Medical Technician, Paramedic	Employment History, Job-Fit, Attitude Towards Work, Listening, Problem-Solving, EMT-B, EMT-I Core
Medical Transcriptionist	Employment History, Job-Fit, Attitude Towards Work, Listening, Data Entry Alphanumeric
Nurse - Registered	Employment History, Job-Fit, Attitude Towards Work, Listening, Reading Comprehension, Problem-Solving, Time Management, Medical Terminology
Nurses - Licensed	Employment History, Job-Fit, Attitude Towards Work, Listening, Reading Comprehension, Problem-Solving, Nursing Assistance, Medical Terminology
Nursing Aide, Orderly	Employment History, Job-Fit, Attitude Towards Work, Listening, Nursing Assistance
Social Worker	Employment History, Job-Fit, Attitude Towards Work, Listening, Writing Exercise, Written English, Problem-Solving
Social Worker - Child, Family	Employment History, Job-Fit, Attitude Towards Work, Listening, Coaching, Childcare Fundamentals
Social Worker - Medical & Substance Abuse	Employment History, Job-Fit, Attitude Towards Work, Listening, Writing Exercise, Written English, Problem-Solving
Specialist - Health Information	Employment History, Job-Fit, Attitude Towards Work, Listening, Reading Comprehension, Computer Fundamentals, Office Procedures
Specialist - Home Health Care	Employment History, Job-Fit, Attitude Towards Work, Customer Assistance C, Home Health Care, Nursing Assistance
Technician - Lab	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Attention to Detail
Technologist - Medical	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Mathematical Problem-Solving, Attention to Detail

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Health & Human Services job family. Please refer to our [Table of Contents](#).

## Human Resources Jobs

Specialist - Recruitment and Placement	Employment History, Job-Fit, Attitude Towards Work, Listening, Reading Comprehension, Recruiting Concepts, Time Management
--	--

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Human Resources job family. Please refer to our [Table of Contents](#).

## Legal, Law Enforcement & Protective Jobs

Assistant - Legal	Employment History, Job-Fit, Attitude Towards Work, Written English, Listening, Writing Exercise, MS Word
Firefighter	Employment History, Job-Fit, Attitude Towards Work, Listening, EMT-B
Officer - Corrections	Employment History, Job-Fit, Attitude Towards Work, Listening, Problem-Solving, Written English
Officer - Police	Employment History, Job-Fit, Attitude Towards Work, Listening, Problem-Solving, Written English
Officer - Security Guard	Employment History, Job-Fit, Attitude Towards Work, Listening, Problem-Solving, Reading Comprehension
Secretary - Legal	Employment History, Job-Fit, Attitude Towards Work, Listening, Reading Comprehension, MS Word, Legal Secretarial Skills, Office Procedures

Specialist - Paralegal	Employment History, Job-Fit, Attitude Towards Work, Written English, Legal Research, Attention to Detail
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Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Legal, Law Enforcement & Protective job family. Please refer to our [Table of Contents](#).

## Management Jobs

Human Resources - General	Employment History, Job-Fit, Attitude Towards Work, Human Resources Concepts, Recruiting Concepts, Written English, Business Math
Manager - Administration	Employment History, Job-Fit, Attitude Towards Work, Time Management, Managing People, Written English, Coaching, Management Scenario A
Manager - Customer Account	Employment History, Job-Fit, Attitude Towards Work, Listening, Time Management, Written English, Problem-Solving, Math Fundamentals, Account Management Scenario A
Manager - Executive	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Coaching, Managing People, Mathematical Problem-Solving
Manager - Finance & Insurance	Employment History, Job-Fit, Attitude Towards Work, Written English, Writing Exercise, Mathematical Problem-Solving, Managing People, Financial Management
Manager - First Line	Employment History, Job-Fit, Attitude Towards Work, Customer Assistance C, Problem-Solving, Written English, Coaching
Manager - Food Services	Employment History, Job-Fit, Attitude Towards Work, Customer Assistance C, Listening
Manager - General, Operations	Employment History, Job-Fit, Attitude Towards Work, Written English, Managing People, Coaching, Problem-Solving
Manager - Health Services	Employment History, Job-Fit, Attitude Towards Work, Coaching, Health Care Administration, Written English, Managing People
Manager - Human Resources	Employment History, Job-Fit, Attitude Towards Work, Human Resources Concepts, Recruiting Concepts, Coaching, Managing People, Compensation Management
Manager - Information Systems	Employment History, Job-Fit, Attitude Towards Work, Analytical Reasoning, Project Management, Coaching, Written English, Managing People
Manager - IT Project	Employment History, Job-Fit, Attitude Towards Work, Problem-Solving, Project Management, Written English, Managing People
Manager - Project	Employment History, Job-Fit, Attitude Towards Work, Listening, Managing People, Time Management, Written English
Manager - Sales	Employment History, Job-Fit, Attitude Towards Work, Coaching, Managing People, Sales Concepts, Written English, Problem-Solving
Manager - Training & Education	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Listening, Coaching
Specialist - Compensation & Benefits	Employment History, Job-Fit, Attitude Towards Work, Listening, Written English, Compensation Management, Mathematical Problem-Solving, Computer Fundamentals

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Management job family. Please refer to our [Table of Contents](#).

## Miscellaneous Jobs

Carpenter	Employment History, Job-Fit, Attitude Towards Work, Math Fundamentals
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Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Miscellaneous job family. Please refer to our [Table of Contents](#).

## Physical Trades Jobs

Assembly Worker	Employment History, Job-Fit, Attitude Towards Work
Cosmetologist	Employment History, Job-Fit, Attitude Towards Work, Listening
Electrician	Employment History, Job-Fit, Attitude Towards Work

Food Preparation and Service Worker	Employment History, Job-Fit, Attitude Towards Work, Listening
Machinist	Employment History, Job-Fit, Attitude Towards Work, Math Fundamentals
Plumber, Pipefitter	Employment History, Job-Fit, Attitude Towards Work
School Bus Driver	Employment History, Job-Fit, Attitude Towards Work
Technician - Appliance Repair	Employment History, Job-Fit, Attitude Towards Work
Technician - Automotive Repair	Employment History, Job-Fit, Attitude Towards Work
Truck Driver	Employment History, Job-Fit, Attitude Towards Work
Welder	Employment History, Job-Fit, Attitude Towards Work

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Physical Trades job family. Please refer to our [Table of Contents](#).

## Retail Jobs

Agent - Purchasing	Employment History, Job-Fit, Attitude Towards Work, Listening, Written English, Sales Concepts
Cashier	Employment History, Job-Fit, Attitude Towards Work, Customer Assistance A, Customer Assistance B, Math Fundamentals
Clerk - Retail	Employment History, Job-Fit, Attitude Towards Work, Telephone Etiquette

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Retail job family. Please refer to our [Table of Contents](#).

## Sales & Customer Service Jobs

Customer Service Representative	Employment History, Job-Fit, Attitude Towards Work, Listening, Telephone Etiquette, Reading Comprehension, Computer Fundamentals
Sales - Consumer Products	Employment History, Job-Fit, Attitude Towards Work, Sales Concepts, Listening, Time Management, Math Fundamentals
Sales - Corporate Financial Services	Employment History, Job-Fit, Attitude Towards Work, Sales Concepts, Listening, Time Management, Financial Analysis
Sales - Inbound Call Center	Employment History, Job-Fit, Attitude Towards Work, Sales Concepts, Listening, Customer Assistance B, Telephone Etiquette
Sales - Outbound Call Center	Employment History, Job-Fit, Attitude Towards Work, Sales Concepts, Listening, Customer Assistance A, Time Management
Sales - Personal Financial Services	Employment History, Job-Fit, Attitude Towards Work, Sales Concepts, Listening, Time Management, Math Fundamentals
Sales - Real Estate	Employment History, Job-Fit, Attitude Towards Work, Sales Concepts, Listening, Time Management, Real Estate Finance
Sales - Retail	Employment History, Job-Fit, Attitude Towards Work, Listening, Customer Assistance A
Sales - Solutions and Services	Employment History, Job-Fit, Attitude Towards Work, Writing Exercise, Sales Concepts, Time Management, Math Fundamentals

Can't find what you're looking for? Brainbench also offers skill and personality assessments that are suitable for the Sales & Customer Service job family. Please refer to our [Table of Contents](#).

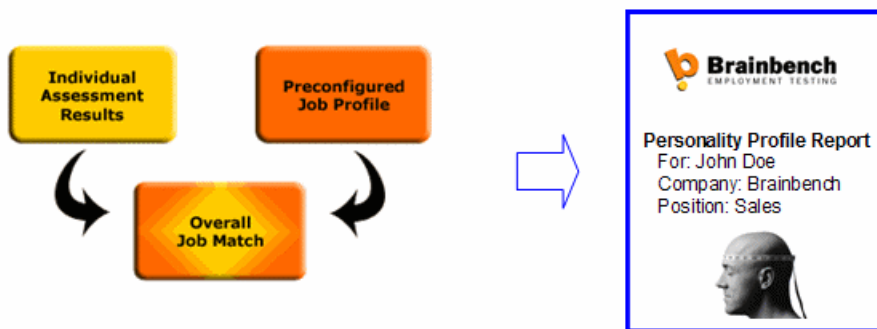
## Science & Engineering Jobs

Engineer - General	Employment History, Job-Fit, Attitude Towards Work, Abstract Thinking, Written English, Math Fundamentals, Mathematical Problem-Solving
Technician - Engineering	Employment History, Job-Fit, Attitude Towards Work, Reading Comprehension, Mathematical Problem-Solving, Attention to Detail

## Pre-hire Personality Assessments

Our Pre-hire Personality tests are designed specifically to give you the information you need to make an effective hiring decision. Available in multiple languages, each assessment produces a useful PDF report that can be emailed and interpreted by hiring personnel. Please note that these tests are generally NOT intended for coaching or employee development purposes. In addition to generic versions, there are several versions available that have been tuned to specific job types. These are listed below. Included in the report are suggested interview questions intended to help interviewers explore potential problem areas, making the interview more effective.

Each assessment uses a pre-configured profile to generate an overall job match for every candidate. The pre-configured profiles are based on our existing data. However, we can customize the profile to your specific needs and a specific job for you. Contact us to learn more.

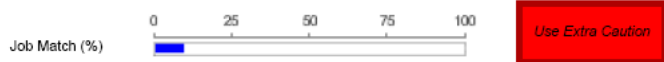


Results are summarized in a simple Red, Yellow, Green format, as shown in the following graphic:

### Pre-hire Personality Profile Report

Candidate: John Doe  
 Job Profile: Typical Professional Salesperson  
 Date Completed: October 29, 2004

**Overall Percent Match to Job: 10%**  
 The Typical Professional Salesperson job profile has a small number of specific motivational factors. In general, people in generic positions are expected to be good corporate citizens, make a few positive suggestions, solve problems appropriate to the job, give work a high priority and get along well with other employees.



**Result Summary Table**  
 The following table shows the score on each the scales measured in the assessment. All scales are measured on a relative scale of 1 - 100. The scores are computed against norms developed from a large sample of assessment administrations.

Job Fit Dimensions (Match 0%)	
	0 25 50 75 100
Administration	0 25 50 75 100
Teamwork	0 25 50 75 100
Problem-Solving	0 25 50 75 100

There are three types of Pre-hire personality assessments, which are described in the following table.

Pre-hire Personality Screen	The Pre-hire Personality SCREEN assessments are short 55 question tests that are specially built to measure ONLY the personality aspects that are most important for hiring decisions. Fast and easy, they are well-suited for the screening function. There are two main categories: 1. Job Fit and 2. Attitude Towards Work. Costs one Express credit.
Pre-hire Productivity Index	The Pre-hire Productivity Index assessments are 74 question assessments that focus on reliability and integrity factors. Designed to screen candidates who are likely to exhibit counter-productive behaviors. Costs one Express credit.
Pre-hire Personality Profile	The Pre-hire Personality Profile assessments are 100 questions long. They act as a combination of BOTH of the above categories to give you a complete evaluation. There are four main categories: 1) Job Fit, 2) Attitude Towards Work, 3) Counter-Productive Behaviors, 4) Productive Behaviors. Costs one Standard credit.

## Pre-hire Personality Screen

Pre-hire Personality Screen  
 Pre-hire Personality Screen (Spanish)  
 Pre-hire Personality Screen For Customer Service  
 Pre-hire Personality Screen For Customer Service (Spanish)  
 Pre-hire Personality Screen For Information Technology  
 Pre-hire Personality Screen For Information Technology (Spanish)  
 Pre-hire Personality Screen For Outbound Call Center  
 Pre-hire Personality Screen For Outbound Call Center (Spanish)  
 Pre-hire Personality Screen For Professional Sales  
 Pre-hire Personality Screen For Professional Sales (Spanish)

## Pre-hire Productivity Index

Pre-hire Productivity Index  
 Pre-hire Productivity Index (Spanish)  
 Pre-hire Productivity Index For Customer Service Representative  
 Pre-hire Productivity Index For Customer Service Representative (Spanish)  
 Pre-hire Productivity Index For Information Technology  
 Pre-hire Productivity Index For Information Technology (Spanish)  
 Pre-hire Productivity Index For Outbound Call Center  
 Pre-hire Productivity Index For Outbound Call Center (Spanish)  
 Pre-hire Productivity Index For Professional Sales  
 Pre-hire Productivity Index For Professional Sales (Spanish)

## Pre-hire Personality Profile

Pre-hire Personality Profile  
 Pre-hire Personality Profile (Spanish)  
 Pre-hire Personality Profile for Customer Service  
 Pre-hire Personality Profile for Customer Service (Spanish)  
 Pre-hire Personality Profile for First-Level Manager  
 Pre-hire Personality Profile for First-Level Manager (Spanish)  
 Pre-hire Personality Profile for First-Line Supervisor  
 Pre-hire Personality Profile for First-Line Supervisor (Spanish)  
 Pre-hire Personality Profile for Information Technology  
 Pre-hire Personality Profile for Information Technology (Spanish)  
 Pre-hire Personality Profile for Outbound Call Center  
 Pre-hire Personality Profile for Outbound Call Center (Spanish)  
 Pre-hire Personality Profile for Professional Sales  
 Pre-hire Personality Profile for Professional Sales (Spanish)

## Employment History (Biodata) Assessments

Employment History, or "Biodata" Surveys use the old adage "Past behavior is the best predictor of future behavior" to determine if a candidate is likely to have behavioral problems when they are on the job. Do they change jobs a lot? Are they often late for work? Did they complete their education? These are the types of questions asked. Scores are derived from analysis of groups of answers against previous data to determine an overall "risk" level for the employee. Typically used as a screening tool, these assessments cost one Express credit. Results are summarized in a simple Red, Yellow, Green format, as shown in the following graphic:

### Biodata Questionnaire Results Report

Candidate	Mike Russiello
Job Profile	Typical Employee
Date Completed	July 15, 2004

#### Recommendation

Based on his or her responses, Mike Russiello is rated in Band 3, Use Caution, for the Typical Employee position. Keep in mind that the biodata is only one indicator of the ability to succeed within a job, and that you should never base your decision fully on any one criteria.



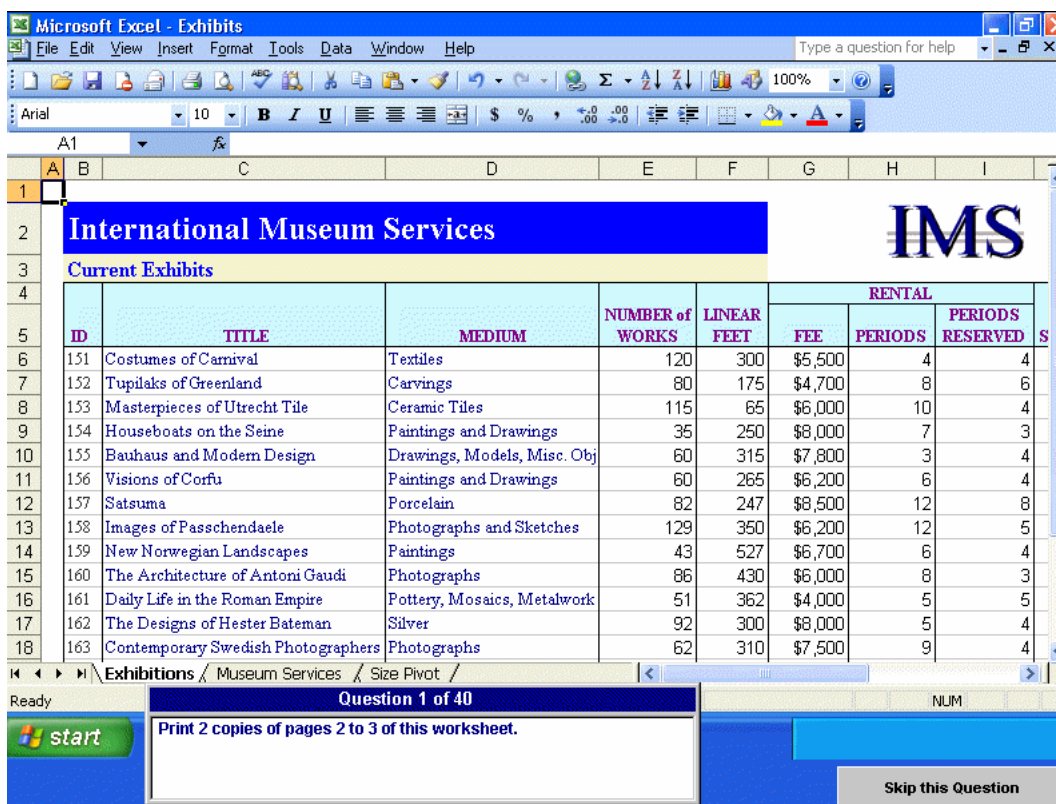
Each Employment History Survey produces a .PDF report that can be easily emailed and printed. The report includes suggested interview questions to aid interviewers. The approximate time to complete these surveys is five minutes.

### Available Employment History Surveys

- Employment History Survey For Hourly Workers
- Employment History Survey For Hourly Workers (Spanish)
- Employment History Survey For Professionals

## Computer Software Simulation Assessments

Software simulation assessments measure a person's ability to accomplish specific tasks within a specific software package. The candidate is asked to do exactly what they would do in the actual software package. As the following graphic shows, the test taker "thinks" he or she is actually in the software package while taking the tests.



Our simulations come in Standard and Express versions, depending on your needs. These assessments run only on MS windows platforms, and there are no specific software requirements other than MS Internet Explorer version 5.5 or higher.

### Standard Software Simulations Available

- MS Access 2000 Fundamentals Simulation
- MS Access 2002 Fundamentals Simulation
- MS Access 2003 Fundamentals Simulation
- MS Excel 2000 Fundamentals Simulation
- MS Excel 2002 Fundamentals Simulation
- MS Excel 2003 Fundamentals Simulation
- MS Outlook 2002 Fundamentals Simulation
- MS PowerPoint 2000 Fundamentals Simulation
- MS PowerPoint 2002 Fundamentals Simulation
- MS PowerPoint 2003 Fundamentals Simulation
- MS Windows 2000 Fundamentals Simulation
- MS Windows XP Fundamentals Simulation
- MS Word 2000 Fundamentals Simulation
- MS Word 2002 Fundamentals Simulation
- MS Word 2003 Fundamentals Simulation

## Express Software Simulations

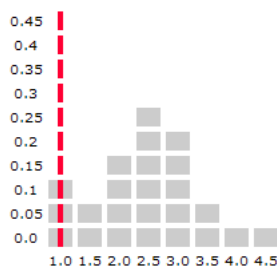
MS Access 2000 Fundamentals Simulation  
MS Access 2002 Fundamentals Simulation  
MS Access 2003 Fundamentals Simulation  
MS Excel 2000 Fundamentals Simulation  
MS Excel 2002 Fundamentals Simulation  
MS Excel 2003 Fundamentals Simulation  
MS Outlook 2002 Fundamentals Simulation  
MS PowerPoint 2000 Fundamentals Simulation  
MS PowerPoint 2002 Fundamentals Simulation  
MS PowerPoint 2003 Fundamentals Simulation  
MS Windows 2000 Fundamentals Simulation  
MS Windows XP Fundamentals Simulation  
MS Word 2000 Fundamentals Simulation  
MS Word 2002 Fundamentals Simulation  
MS Word 2003 Fundamentals Simulation

## Knowledge, Skills, and Abilities Assessments

Brainbench offers more than 450 different Knowledge, Skill, and Ability assessments. Most of these come in two versions, Standard or 40 question, and Express or 16 question. The format of the results can vary depending on the skill measured. However, the most common format is shown below.

<b>Mike Russiello</b> (mike@brainbench.com)	
<b>Test:</b>	.NET Framework
<b>Date:</b>	25-May-2004
<b>Score:</b>	1.25
<b>Weights:</b>	100% .NET Framework
<b>Elapsed time:</b>	3 min 13 sec
<b>.NET Framework</b>	
<b>Score</b>	1.25
<b>Percentile</b>	Scored higher than 4% of previous examinees
Demonstrates an understanding of only the most basic concepts contained within this topic. Employers will most likely require formal training or self study before making any assignments in this area.	
Conceptual Score	1
Problem Solving Score	1
<b>Strong Areas</b>	<ul style="list-style-type: none"> <li>• None noted</li> </ul>
<b>Weak Areas</b>	<ul style="list-style-type: none"> <li>• .NET Architectural Overview</li> <li>• .NET Framework Class Library</li> <li>• .NET Programming</li> <li>• Assemblies</li> <li>• Common Language Runtime (CLR)</li> </ul>
One Page Report                      See Questions                      Score Histogram Geo. Rankings                      Topic Report                      Benchmark <a href="#">View detailed topic results</a>	

Virtually all tests in this category use our proprietary Computer Adaptive Testing (CAT) technology. This technology selects the next question based on previous answers. In this way, no two tests are ever the same.



Our skills tests are organized by category to help you better navigate the list.

### Computer Software

3D Studio MAX

Our 3D Studio MAX test measures your knowledge to operate the 3D Studio MAX software. Designed for everyday users of the software, this test covers the following topics: Animation, File Management, MAXScript, Lighting, 3D Modeling, and Rendering.

Standard, Express

Act! 4.0	Our Act! 4.0 test measures your knowledge of ACT! 4.0. Designed for experienced users, this test covers the following topics: ACT! Basics, Activities and Scheduling, Advanced Reports, Calendars, Database Creation, Exchanging Data, Lookups and Queries, Managing Records, Productivity in ACT!, Reports, Security and Backup, SideACT!, Staying in Contact, Synchronizing Data, Word Processing, and Working with Groups.	Standard, Express
Adobe FrameMaker 5.5	Our Adobe FrameMaker 5.5 test measures your knowledge of Adobe FrameMaker 5.5. Designed for experienced users, this test covers the following topics: Advanced Features, Books, Document Basics, Editing Text, Graphics/Page Layout, Paragraph Formats, Tables, and Variables.	Standard, Express
Adobe PageMaker 6.5	Our Adobe PageMaker 6.5 test measures your knowledge of Adobe PageMaker 6.5. Designed for experienced users, this test covers the following topics: Advanced Features, Color, Document Layout, Graphics, Linked Files, Outputting/Exporting, Portability, Typography, and User Interface.	Standard, Express
Adobe Photoshop 5.5	Our Adobe Photoshop 5.5 test measures your knowledge of Adobe Photoshop 5.5. Designed for experienced users, this test covers the following topics: Color, File Formats, Filters, General Knowledge, History and Actions, Layers, Paths, and Tools.	Standard, Express
Adobe Photoshop 6.0	Our Adobe Photoshop 6.0 test measures your knowledge of using Adobe Photoshop. Designed for experienced users, this test includes the following topics: Color, Tools, Layers, Web Use, Formats, Efficiency, and Filters.	Standard, Express
Adobe Photoshop 7.0	Our Adobe Photoshop 7.0 test measures your knowledge of Adobe Photoshop 7.0. Designed for experienced users, this test includes the following topics: Color, Drawing and Editing, Efficiency, Image Control, Layers, Masks and Channels, Painting and Retouching, Saving and Exporting, Text, and the Work Area.	Standard, Express
AOL 5.0 Fundamentals	Our AOL 5.0 test measures your knowledge of AOL 5.0. Designed for experienced users, this test covers the following topics: Buddy List, Chat Rooms, Connectivity, E-mail, Favorite Places, General Knowledge, Instant Messages, My Places, Newsgroups, Searching, and Toolbar.	Standard, Express
Computer Fundamentals (Mac OS 8.6)	Our Computer Fundamentals (Mac OS 8.6) test measures your 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.	Standard, Express
Computer Fundamentals (Win 2000)	Our Computer Fundamentals (Win 2000) test measures your 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.	Standard, Express
Computer Fundamentals (Win 95/98)	Our Computer Fundamentals (Win 95/98) test measures your basic knowledge using a personal computer. While the test focuses on the skills of using any PC, it uses Windows 95/98 as its basis. Designed for all computers users, this test has the following topics: File Management, GUI, Hardware, Networks, Security, Software, Storage, and Win 95/98.	Standard, Express
Corel Paradox 9.0	Our Corel Paradox 9.0 test measures your knowledge of Corel Paradox 9.0. Designed for experienced users, this test covers the following topics: Forms, Networking, Queries, Reports, and Tables.	Standard, Express
Corel Ventura 8.0	Our Corel Ventura 8.0 test measures your knowledge of Corel Ventura 8.0. Designed for experienced users, this test covers the following topics: Customizing, General Knowledge, Layout and Design, Navigator, Printing, Tags, Tools and Features, Troubleshooting, Working with Graphics, Working with Text.	Standard, Express
CorelDRAW 9.0	Our CorelDRAW 9.0 test measures your knowledge of CorelDRAW 9.0. Designed for experienced users, this test covers the following topics: Colors and Palettes, Creating Objects, Effects, File I/O, Manipulating Objects, Prepare for Web, Print and PDF, Special Features, User Interface, Working with Bitmaps, and Working with Text.	Standard, Express
Crystal Reports 7	Our Crystal Reports 7 test measures your knowledge of Crystal Reports 7. Designed for experienced users, this test covers the following topics: Charts, Creating Reports, Data Sources, Formatting Reports, Formulas, Querying Data, Report Expert, Report Types, Sharing Information, and Working with Reports.	Standard, Express
Great Plains Accounting 9.x	Our Great Plains Accounting 9.x test measures your knowledge of Great Plains Accounting 9.x. Designed for experienced users, this test covers the following topics: General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Job Cost, Order Entry, Inventory, and System Management.	Standard, Express
ICQ 2000	Our ICQ 2000 test measures your knowledge of ICQ 2000. Designed for experienced users, this test covers the following topics: Availability Modes, Communicating, Contact Lists, Efficiency Features, Externals and Plug-ins, Help, ICQ and the Web, Quick Shortcut Bar, Security, Setup, and Sound.	Standard, Express

Lotus Freelance Graphics 9.5	Our Lotus Freelance Graphics 9.5 test measures your knowledge of Lotus Freelance Graphics 9.5. Designed for experienced users, this test covers the following topics: Basics, Charting, Creating a Presentation, Enhancements, Graphics, Objects, Printing, SmartMasters, Symbols/Pictures, Tables, and Text.	Standard, Express
Macromedia Director 7	Our Macromedia Director 7 test measures your knowledge of the Macromedia Director software. Designed for experienced users, this test covers the following topics: Casts, Digital Video and Interactive Media, Graphics and Text, Interactivity, Lingo, Optimizing and Outputting Movies, Scores, Sound, and Stages.	Standard, Express
Macromedia Director 8	Our Macromedia Director 8 test measures your knowledge of Macromedia's Director software. Designed for experienced users, this test includes the following topics: Cast, Digital Video and Interactive Media, Graphics and Text, Interactivity, Lingo, Optimizing and Outputting Movies, Score, Sound, and Stage.	Standard, Express
Macromedia FreeHand 9	Our Macromedia FreeHand 9.0 test measures your knowledge of the features of this vector-drawing tool. Designed for experienced designers, this test covers the following topics: Document Window; Organization; Drawing; Perspective; Modifying Shape and Position; Modifying Objects; Modifying Attributes; Color, Strokes and Fills; Symbols and Instances; Layers; Text; Templates; Printing; and Working with Other Applications.	Standard, Express
MS Access 2000 Fundamentals	Our MS Access 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Access 2000 Programming test. Our MS Access 2000 Fundamentals test covers the following topics: Access and Office 2000; Database Concepts; Database Reports and Queries; Database Tables and Forms; Internet and Intranet Use; and Planning, Optimization, and Troubleshooting.	Standard, Express
MS Access 2002 Fundamentals	Our MS Access 2002 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. Our MS Access 2002 Fundamentals test, part of our Office XP suite, covers the following topics: Accessing Data - Queries, Application Refinement, Controls, Database Concepts, Database Planning, Forms, Integration with Other Technologies & Applications, and Reports & Data Output.	Standard, Express
MS Excel 2000	Our MS Excel 2000 test measures your knowledge of MS Excel 2000. Designed for experienced users, this test covers the following topics: Cells, Charts, Data, Formulas, Interface, Objects, Print Setup, Ranges, VBA, and Worksheets.	Standard, Express
MS Excel 2000 Fundamentals (Interactive)	Our MS Excel 2000 Fundamentals (Interactive) test is part of our fundamentals line of business applications tests. This test demonstrates that you have the skills necessary to proficiently use the most popular business applications at a user level. This test is focused on the topics used every day by most professionals and does not include some of the advanced topics and skills found in our core business applications tests. The MS Excel 2000 Fundamentals (Interactive) test covers the following topics: Data Manipulation, Formulas, Interface, and Tools.	Standard, Express
MS Excel 2002	Our MS Excel 2002 test, part of our Office XP suite, measures your knowledge of Excel 2002. Designed for experienced users, this test includes the following topics: Cells, Charts, Data, Formulas, Interface, Objects, Printing, VBA, Workbook, and Worksheets.	Standard, Express
MS Excel 97	Our MS Excel 97 test measures your knowledge of MS Excel 97. Designed for experienced users, this test covers the following topics: Cells, Data/Charts, Menu, Presentation and Appearance, Printing, Ranges, and VBA.	Standard, Express
MS Internet Explorer 4.0 Administration	Our MS Internet Explorer 4.0 Administration test measures your knowledge of MS Internet Explorer 4.0 administration. Designed for experienced users and system administrators, this test covers the following topics: Active Desktop, Components, Configuration, DNS, HTML Layer, Installation Options, Internet Explorer Administration Kit, Internet Services, IP Configuration Issues, NetMeeting, OSI Model, Requirements, Security, TCP/IP Addressing, and Troubleshooting.	Standard, Express
MS Internet Explorer 4.0 Fundamentals	Our MS Internet Explorer 4.0 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Internet Explorer 4.0 Administration test. Our MS Internet Explorer 4.0 Fundamentals test covers the following topics: Advanced Features, Application Integration, Browsing the Web, Component Applications, Customizing the Browser, Explorer 4 General, Printing and Saving pages, and Security Features.	Standard, Express

MS Internet Explorer 5.5 Fundamentals	Our MS Internet Explorer 5.5 Fundamentals test measures your knowledge of the skills necessary to proficiently use MS Internet Explorer at a user level. Focused on the topics used every day by most professionals, this test covers the following topics: Browsing the Web; Customizing; General, New, and Advanced Features; Security Features; and Installation.	Standard, Express
MS Internet Explorer 6.0 Fundamentals	Our MS Internet Explorer 6.0 Fundamentals test measures your 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.	Express
MS Outlook 2000 Administration	Our MS Outlook 2000 Administration test measures your knowledge of MS Outlook 2000 administration. Designed for experienced users and system administrators, this test covers the following topics: Address Books, Advanced Topics, Feature Usage, File Functions, Folder Views, Programming, and Setup and Troubleshooting.	Standard, Express
MS Outlook 2000 Fundamentals	Our MS Outlook 2000 Fundamentals test is part of our fundamentals line of business applications tests. This test demonstrates that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. This test covers the following topics: Address Books, File Functions, Folder Usage, Folder Views, and Outlook-Overall.	Standard, Express
MS Outlook 2002 Fundamentals	Our MS Outlook 2002 Fundamentals test is part of our fundamentals line of business applications tests. This test demonstrates that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. This test covers the following topics: Address Book, Calendar, Contacts, Mail Management, Mail Usage, Printing, Program Usage, and Tasks and Notes.	Standard, Express
MS Outlook Express 5.0 Fundamentals	Our MS Outlook Express 5.0 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. This test covers the following topics: Address Book, Configuring OE, General Knowledge, Maintenance, Newsgroups, Organizing Mail, Reading Mail, Sending Mail, Troubleshooting, and Working Offline.	Standard, Express
MS Project 2000	Our MS Project 2000 test measures your knowledge of MS Project 2000. Designed for experienced users, this test covers the following topics: Budgeting, Data Exchange, General MS Project Knowledge, General Project Management Knowledge, Programming/Customization, Project Central, Resource Allocation, Scheduling, Tracking Progress, and Workgroups.	Standard, Express
Netscape 4.72 Fundamentals	Our Netscape 4.72 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. This test covers the following topics: Address Books, AIM, Bookmarks, Browser, Composer, JAVA, Mail Servers, Messenger, Newsgroups, Radio, and Security.	Standard, Express
Peachtree 7.0	Our Peachtree 7.0 test measures your knowledge of Peachtree 7.0. Designed for experienced users, this test covers the following topics: Accounts Payable, Accounts Receivable, Company Administration, General Ledger, and Payroll.	Standard, Express
Pro/ENGINEER 2000i	Our Pro/Engineer 2000i test measures your knowledge of Pro/Engineer 2000i. Designed for experienced users, this test covers the following topics: Assemblies, Construction Features, Modifying Parts, Patterns, and Copies.	Standard, Express
QuickBooks Pro 2000	Our QuickBooks Pro 2000 test measures your knowledge of the QuickBooks accounting software. Designed for experienced users, this test covers the following topics: Bank and Credit Cards, Vendors, Items, Inventory and Purchase Orders, Customers and Jobs, Sales and Income, Payroll, Expenses, Time Tracking, Reports and Graphs.	Standard, Express
Quicken Basic 2000	Our Quicken Basic 2000 test measures your knowledge of Quicken Basic 2000. Designed for experienced users, this test covers the following topics: Backing Up and Securing Data, Customizing, Exporting Quicken Files, Foreign Currency Management, Installing and Upgrading, Online Banking, Setup and Management of Accounts, Tracking Income, and Expenditures.	Standard, Express
Solomon IV	Our Solomon IV test measures your knowledge of Solomon IV. Designed for experienced users, this test covers the following topics: General Ledger, AP, AR, Utility Menu, and Maintenance.	Standard, Express
SPSS 10	Our SPSS 10 test measures your knowledge of SPSS 10 using menus and dialog boxes to navigate and run analyses. Designed for experienced users, this test covers the following topics: Charts, Command Syntax, Data Editor, Data Transformations, Descriptive Statistics, File Handling and Transformations, File Processing, General Navigation, Output, Pivot Tables, and Reporting Results.	Standard, Express
Timberline 7.x	Our Timberline 7.x test measures your knowledge of Timberline 7.x. Designed for experienced users, this test covers the following topics: TS Concepts, General Ledger, Accounts Payable, Cash Management, and Job Cost.	Standard, Express

Visio 5.0	Our MS Visio 5.0 test measures your knowledge of MS Visio 5.0, Standard Edition. Designed for experienced users, this test covers the following topics: Customizing, Layers, Outside Visio, Pages, Shapes, and Visio Basics.	Standard, Express
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## Essential Skills

Abstract Thinking	A detailed description for this assessment is not currently available.	Express
Analytical Reasoning	A detailed description for this assessment is not currently available.	Express
Attention to Detail	A detailed description for this assessment is not currently available.	Express
Business Math	Our Business Math test measures your 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.	Standard, Express
English Listening Comprehension (U.S.)	Our English Listening Comprehension (U.S.) test measures your retention and listening skills. Designed for all English speakers and also those for whom English is a second language (ESL), this test requires that you listen to passages and then answer questions related to what was said. This test, which focuses on English spoken in the workplace, covers the following topics: Communicating in the Workplace, Comprehending the Media, Dealing with Professionals, Organizing Trips and Activities, Responding to Social Situations, and Speaking Interpersonally.	Standard, Express
English Vocabulary	Our English Vocabulary test measures your 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.	Standard, Express
Food Handling Safety (U.S.)	Our Food Handling Safety (U.S.) test measures your knowledge of the proper techniques of managing and treating food based on the ServSafe food safety standard. Designed for food service industry professionals, this test covers the following topics: Equipment, Utensils, and Linens; Food Hazards; Food Quality and Danger; Food Sources, Receiving, and Handling; HACCP Guidelines; Management and Personnel; Managerial Compliance and Enforcement; and Physical Facilities.	Standard, Express
General Sciences	Our General Sciences test measures your knowledge of the sciences. Based on the National Science Education Standards and designed for everyone who has a broad knowledge of the general sciences, this test includes the following topics: Cycles of Life, Earth and Space, Energy and Matter, General Science Processes, Genetics, Light and Sound, Motion, Science and Society, the Cell and Systems, and Vertebrates and Invertebrates and the Human Body.	Standard, Express
Listening Skills	Our Listening Skills test measures your retention and listening skills. This test assesses your knowledge and recognition of everyday spoken English, and it is NOT focused on any specific topical areas. The items presented in audio format consist of everyday spoken English phrases, sentences, short announcements, statements, or exclamations. Designed for all professionals, this test requires that you to listen to passages and then answer questions related to what was said.	Express
Math Fundamentals	Our Math Fundamentals (U.S.) test measures your 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.	Standard
Math Fundamentals (Metric)	Our Math Fundamentals (Metric) test measures your knowledge of the core areas of mathematics that are important in everyday life. This test is based on the Math Fundamentals (U.S.) test, but where applicable, items have been converted to the Metric Measurement System. This test covers the following topics: Arithmetic Computations, Basic Geometry, Decimals, Fractions, Percentages, Ratio and Proportion, and Statistics and Graphs.	Standard
Mathematical Problem-Solving	A detailed description for this assessment is not currently available.	Express
Outbound Sales Skills	Our Outbound Sales Skills test measures your knowledge of sales. Designed for outbound sales professionals, this test covers the following topics: Call Control, Closing the Sale, Ethics and Integrity, Need Identification, Product Presentation, Professionalism, Returned Calls, and Time Management.	Standard, Express
Problem Solving - Qualitative	Our Problem Solving - Qualitative test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of qualitative problems. Designed for any professional, this test includes the following topics: Critical Reasoning, Effectiveness of Expression, Reading Criticality, and Word Relationships.	Standard, Express
Problem Solving - Qualitative (Metric)	Our Problem Solving - Qualitative (Metric) test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of qualitative problems. Designed for any professional, this test includes the following topics: Critical Reasoning, Effectiveness of Expression, Reading Criticality, and Word Relationships.	Standard, Express

Problem Solving - Quantitative	Our Problem Solving - Quantitative test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of quantitative problems. Designed for any professional, this test includes the following topics: Abstract Thinking, Deductive Thinking, Graphical Analysis, and Quantitative Analysis.	Standard, Express
Problem Solving - Quantitative (Metric)	Our Problem Solving - Quantitative (Metric) test measures your ability to analyze and evaluate information and apply your critical thinking skills to resolve a variety of quantitative problems. Designed for any professional, this test includes the following topics: Abstract Thinking, Deductive Thinking, Graphical Analysis, and Quantitative Analysis.	Standard, Express
Programmer/Analyst Aptitude	Our Programmer/Analyst Aptitude test measures whether you have the skills that are typically found in successful programmers and business analysts. This test covers the following topics: Abstract Thinking, Analytical Reasoning, Attention to Detail, Mathematical Problem-Solving, and Process Mapping.	Standard
Spelling (U.S.)	Our English Spelling (U.S.) test measures your knowledge of spelling in American English. Designed for the proficient linguist, this test covers the following topics: spelling abbreviations, plurals, possessives, proper nouns, terminology (including medical, computer, engineering, and legal), and commonly used foreign words.	Standard, Express
Time Management (U.S.)	Our Time Management (U.S.) test measures your knowledge of how to use your 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.	Standard, Express
Written English	Our Written English test measures your 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.	Standard, Express

## Financial

Accounts Payable Fundamentals	Our Accounts Payable Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. These shorter (30-item) tests measure the test-taker's knowledge of processing payables and vendor invoices and the posting of journal entries. Designed for accounting clerks and others who handle the processing of accounts payable, this test covers the following topics: Assets, Cash Management/Reconciliation, Controls, Expenses, Purchases, and Recording. You will need a calculator when taking this exam.	Standard, Express
Accounts Receivable/Billing Fundamentals	Our Accounts Receivable/Billing Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your 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. You will need a calculator when taking this exam.	Standard, Express
Bookkeeping Fundamentals (U.S.)	Our Bookkeeping Fundamentals (U.S.) test is part of our accounting fundamentals line of tests. This test measures your 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. You will need a calculator when taking this test.	Standard, Express
Consumer Finance (U.S.)	Our Consumer Finance (U.S.) test measures your knowledge of how consumer-lending decisions are made. This test covers the following topics: Banking Services, Consumer Finance, Credit, Financing a Home, Income, Insurance, Interest, Renting a Home, and Taxes.	Standard, Express
Financial Accounting (U.S.)	Our Financial Accounting (U.S.) test measures your 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.	Standard, Express
Financial Analysis (U.S.)	Our Financial Analysis (U.S.) test measures your 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: Analyzing Return, Analyzing Risk, Budgetary Control, Budgets, Cost of Capital, Financial Analysis, and Valuation Methods. Test-takers will need a financial calculator for this exam.	Standard, Express
Financial Auditing (U.S.)	Our Financial Auditing (U.S.) test measures your knowledge of American financial auditing rules and procedures. Designed for the experienced auditing professional, this test covers the following topics: Auditing Standards and Professional Conduct, Internal Control and Assessing Risk, Overview and Structure of Auditing, Substantive Tests and Audit Sampling, the Audit Process and Strategies.	Standard, Express

Financial Management (U.S.)	Our Financial Management (U.S.) test measures your 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.	Standard, Express
Investment Concepts	Our Investment Concepts test measures your knowledge of personal investment. Designed for both investment advisors and individual investors, this test covers the following topics: Annuities, Basics, Bonds, Mutual Funds, Options, Organization of Funds, Retirement, and Stocks.	Standard, Express
Payroll Fundamentals (U.S.)	Our Payroll Fundamentals test is part of our accounting fundamentals line of tests. These shorter (30 item) tests measure your 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 Labor Standards Act, Payroll Calculation, Tax Forms, and Worker Status. You will need a calculator when taking this exam.	Standard, Express
Real Estate Finance (U.S.)	Our Real Estate Finance test measures your knowledge of how real estate lending decisions are made. This test covers the following topics: Qualifying a Borrower, the Property, Legal Obligations, Mortgages, Second Mortgages, Settlement, and Underwriting.	Standard, Express
Taxation (U.S.)	Our Taxation (U.S.) test measures your knowledge of American personal and corporate taxation regulations. This test covers the following topics: Corporations, Foundation, Other Business Entities, Partnership, Personal, and Property Transactions.	Standard, Express

## Health Care

Anatomy & Physiology	Our Anatomy and Physiology test measures your knowledge of the human body and the function of its major systems. Designed for all health care professionals, this test covers the following topics: Anatomical Mapping, Anatomy, Basic Knowledge, and Physiology. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Biochemical Lab Techniques	Our Biochemical Lab Techniques test measures your knowledge of basic biochemical concepts and the techniques measured in a lab environment. Designed for all health care professionals, this test covers the following topics: Blotting, Cell Culture, Centrifugation, Chemicals, Chromatography, Electrophoresis, Lab Notebook, Lab Safety, Metric System Conversions, PCR, Solution Preparation, Spectrophotometry, and Statistics. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Biochemistry	Our Biochemistry test measures your knowledge of biochemical sciences. Designed for all health care professionals, this test covers the following topics: Carbohydrates, Enzymes, Fundamentals, Genetics, Immunology, Lipids, Metabolism, Minerals, Proteins, Respiration, and Vitamins. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Cardiovascular Core Knowledge	Our Cardiovascular Core Knowledge test measures your knowledge of the cardiovascular system and the diseases and treatments that affect the heart. Designed for all health care professionals, this test covers the following topics: Anatomy of the Heart, Cardio-related Terminology, Diseases, Emergencies, Physiology of the Heart, Tests, and Treatments. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Counseling Techniques	Our Counseling Techniques test measures your knowledge of the concepts and techniques used in counseling clients. Designed for all health care professionals, this test covers the following topics: Counseling Techniques, Differential Diagnosis, Ethical Issues, Family Counseling, Group Counseling, Life Issues, Lifespan Issues, Marital Counseling, Practical Issues, Presenting Problems, and Theoretical Constructs. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
CPR/BLS Core Knowledge	Our CPR/BLS Core Knowledge (U.S.) test measures your knowledge of the core Cardiopulmonary Resuscitation/Basic Life Saving techniques. Designed for all health care professionals, this test covers the following topics: Adult CPR-Single Rescuer, Adult CPR-Two Rescuer, Airway, Cardiopulmonary Arrest, Child CPR, Choking, Circulation, Infant CPR, Medicolegal/Ethical Considerations, and Personal Protection/Universal Precautions. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws. 	Standard, Express

Dietetic Assessment (U.S.)	Our Dietetic Assessment Techniques test measures your knowledge of nutritional principles and the impact of diet on health. Designed for health and wellness professionals with an emphasis in nutrition, this test covers the following topics: Clinical Nutrition, Community Nutrition, Education, Food Production and Service, Nutrition, and Organization of Food Services. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
EMT-B	Our EMT-B Core Knowledge (U.S.) test measures your knowledge of the core basic Emergency Medical Technician techniques. Designed for all health care professionals, this test covers the following topics: Airway, Infants and Children, Medical Emergencies, Patient Assessment, Special Topics, and Trauma.	Standard, Express
EMT-I Core Knowledge	Our EMT-I Core Knowledge (U.S.) test measures your knowledge of the core intermediate Emergency Medical Technician techniques. Designed for all health care professionals, this test covers the following topics: Airway, Geriatric, Intravenous Access, Medical, OB/GYN, Patient Assessment, Pediatric, Pharmacology, Preparatory, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
EMT-P Core Knowledge	Our EMT-P Core Knowledge (U.S.) test measures your knowledge of the core techniques for a paramedic. Designed for all health care professionals, this test covers the following topics: Airway Management, Assessment-based Management, Medical Operations, Patient Assessment, Preparatory, Special Considerations, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Epidemiology	Our Epidemiology test measures your knowledge of disease transmission, spread, and control. Designed for all health care professionals, this test covers the following topics: Chronic Disease, Epidemiologic Concepts, Epidemiologic Variables, Infectious Disease Process, Principles of Investigation, Quantitative Measures, Study Types, and Terminology. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
First Aid Core Knowledge	Our First Aid Core Knowledge test measures your knowledge of basic physical assessment and wound/illness treatment. Designed for all health care professionals, this test covers the following topics: Allergic Reactions, Bites/Stings, Blood Borne Pathogens, Cardiac First Aid, Electrical Injury, Exposure To Cold, Exposure To Heat, Fever, Initial Assessment, Poisoning, Respiratory First Aid, Shock, Stroke, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Health Care Administration (U.S.)	Our Health Care Administration test measures your knowledge of managing a health care facility. Designed for experienced administrative personnel, this test covers the following topics: Organizational Structuring and Positioning; Financial Management; Leadership, Interpersonal, and Communications Skills; Quantitative and Economic Analysis; Applied Legal and Ethical Analysis; U.S. Health Care Policy; Performance Measurement and Improvement; and Populace: Health Risks and Behaviors. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Health Care Risk Management (U.S.)	Our Health Care Risk Management test measures your knowledge of managing a health care facility's risk. Designed for experienced risk managers, this test covers the following topics: Risk Identification, Roles and Responsibilities, Risk Reduction Strategies, Compliance, Ethics, Clinical Risk Management, Risk Analysis, Claims Management, Risk Financing, and Loss Control.	Standard, Express
HIPAA (Privacy)	Our HIPAA (Privacy) test measures your 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.	Standard, Express
HIPAA (Security)	Our HIPAA (Security) test measures your 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.	Standard, Express

Home Health Care (U.S.)	Our Home Health Care (U.S.) test measures your knowledge of home health care practices and issues. Designed for experienced RNs and LPNs, this test covers the following topics: General Concepts, Legal and Ethical Issues, Government Regulations, System Specific Assessment and Intervention, and Developmental Considerations. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
ICD-9 and CPT Coding	Our ICD-9 and CPT Coding test measures your knowledge within the content manuals of International Classification of Diseases and Current Procedural Terminology Coding. Designed for experienced medical office professionals, this test covers the following topics: Diagnostic Coding, ICD Basics, Using the ICD-9-CM, Coding Process, E Codes, V Codes, Practice Coding, CPT Coding, and Appendices. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Medical Billing	Our Medical Billing (U.S.) test measures your knowledge of medical billing procedures and regulations under the various health plans popular in the United States. Designed for experienced hospital administrators, this test covers the following topics: Electronic Claims, Managed Care, Medicaid and Medicare. Additionally, this test covers areas in Medical Terminology, Blue Cross/Blue Shield, and CHAMPUS. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possesses the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Medical Office Skills (U.S.)	Our Medical Office Skills (U.S.) test measures your knowledge of the office skills involved in medical offices. Designed for office personnel, this test covers the following topics: General Knowledge, Operations, Facility Maintenance/Safety, Patient Charts/Medical Records, Collections, Billing, Insurance Coverage, Biomedical Waste, Medical Terminology, Employee Relations, and Ethics. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Medical Terminology	Our Medical Terminology test measures your knowledge of common medical terms, prefixes, and suffixes being used today. Designed for all health care professionals, this test covers the following topics: Anatomical Mapping, Cardiovascular System, Digestive System, Endocrine System/Lymphatic/Urinary Systems, Musculoskeletal System, Nervous System, Reproductive System, Respiratory System, and Specific Field-Related Terms/Etymology. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Neonatology Nursing	Our Neonatology Nursing (U.S.) test measures your knowledge of neonatology procedures, diseases, and care. Designed for all health care professionals dealing with neonatology, this test covers the following topics: Cardiac Disorders, Delivery Room Care, GI Conditions, Hematologic Conditions, Infectious Disease, Neurological Conditions, Respiratory Disorders, and Special Procedures. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Nursing Assistance	Our Nursing Assistance test measures your knowledge of the core skills required of nursing assistants. Designed for all health care support professionals, this test covers the following topics: Basic Emergency Care, Basic Human Needs and Communication, Body Systems, Body Systems Disorders, Infection and Infection Control, Mental Health, Nutrition, Patient Care and Comfort, Role and Responsibility, and Vital Signs. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Nutritional Analysis	Our Nutritional Analysis test measures your knowledge of nutrients and the dietary requirements of people in various states of health and/or illness. Designed for health and wellness professionals dealing with an emphasis in nutrition, this test covers the following topics: Diet Therapy, Food and Food Products-I, Food and Food Products-II, Food Chemistry, Food in Relation to Disease, Food Preservation and Processing, Food Quality, Microorganisms Important in Food Microbiology, Nutritional Biochemistry, and Nutrition in the Life-cycle. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express

Orthopaedic Nursing	Our Orthopaedic Nursing (U.S.) test measures your knowledge of the orthopaedic system and the diseases that affect skeletal physiology. Designed for all health care professionals, this test covers the following topics: Anatomy, Physiology and Assessment, Autoimmune and Inflammatory Diseases, Complications, Congenital and Developmental Diseases, Degenerative Diseases, Disorders of the Spine and Back, Infectious Processes, Metabolic Diseases, Oncological Diseases, Other Orthopaedic Diseases, Perioperative Nursing, Therapeutic Modalities, and Trauma. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Pharmaceutical Clinical Trials	Our Pharmaceutical Clinical Trials (U.S) test measures your knowledge of the regulations and practices involved in conducting pharmaceutical trials in the United States. Designed for individuals with clinical trial experience, this test covers the following topics: Adverse Events, Contracts And Grants, Data Analysis, Data Collection, Drug Approval Process, Ethics/Protecting Human Subjects, Drug Supply Management, Study Design, Randomization and Blinding, and Informed Consent Process. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Pharmaceutical GLP (U.S.)	Our Pharmaceutical GLP (U.S.) test measures your knowledge of Good Laboratory Practices as defined by the United States Food and Drug Administration (FDA). Designed for all laboratory professionals, this test covers the following topics: Safety, Chemicals, Waste, Testing, Equipment, and Quality Assurance. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Pharmaceutical Manufacturing (U.S.)	Our Pharmaceutical Manufacturing (U.S.) test measures your knowledge of all aspects of pharmaceutical manufacturing in the United States. Designed for professionals with pharmaceutical manufacturing experience, this test covers the following topics: Packaging Controls, Laboratory Controls, Record Keeping, Holding and Distribution, Facilities and Equipment, and Validation.	Standard, Express
Pharmaceutical Mfg. Regulations (U.S.)	Our Pharmaceutical Mfg. Regulations (U.S.) test measures your knowledge of the regulations that govern pharmaceutical manufacturing in the United States. Designed for professionals with pharmaceutical manufacturing experience, this test covers the following topics: U.S. FDA Regulations, Buildings and Facilities, Process Control, Packaging and Labeling, Raw Materials, Equipment, Organization, and Records. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Pharmaceutical Sales (U.S.)	Our Pharmaceutical Sales (U.S.) test measures your knowledge of the pharmaceutical selling process. Designed for experienced pharmaceutical sales representatives, this test covers the following topics: Territory Analysis, Pre-Call Planning, Post-Call Analysis, Core Message, and Product Information. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Pharmaceutical Terminology (U.S.)	Our Pharmaceutical Terminology (U.S.) measures your knowledge of the core terminology and concepts used within the pharmaceutical industry. Designed for all pharmaceutical professionals, this test covers the following topics: Prescriptions, Drug Classifications, Pharmacy Law, Pharmacy Calculations, and Pharmaceutical Preparations. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Phlebotomy	Our Phlebotomy test measures your knowledge of the body's fluids and the techniques to safely collect samples of fluids. Designed for all health care professionals, this test covers the following topics: Anatomy and Physiology, Body Fluids, Capillary Puncture, Communication, Equipment, Infection Control, Laboratory Terminology, Professionalism, Safety and First Aid, Special Collections, Specimen, and Venipuncture. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express

Physical Assessment Techniques (Adult)	Our Physical Assessment Techniques (Adult) test measures your knowledge of the techniques used to conduct a primary and secondary medical and trauma survey on an adult patient. Designed for all health care professionals, this test covers the following topics: Cardiovascular, Gastrointestinal, Musculoskeletal, Primary and Secondary Survey, Pulmonary and Psychological. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Physical Assessment Techniques (Pediatric)	Our Physical Assessment Techniques (Pediatric) test measures your knowledge of the techniques used to conduct a primary and secondary medical and trauma survey on a pediatric patient. Designed for all health care professionals, this test covers the following topics: Primary Survey, Vital Signs, Neurological, Pulmonary, Musculoskeletal and Psychological. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
STD Control	Our STD Control test measures your knowledge of the most common sexually transmitted diseases and the methods used to prevent or control them. Designed for all health care professionals, this test covers the following topics: Genital Herpes, HPV, Chancroid and Other Types, Gonorrhea, Chlamydia and Other Urethritis/Cervicitis, Hepatitis B, Hepatitis C, HIV, Pelvic Inflammatory Disease, Pubic Lice and Scabies, Syphilis, Trichomoniasis, Bacterial Vaginosis, and Candidiasis. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Vital Sign Techniques	Our Vital Sign Techniques test measures your knowledge of the procedures used to assess a patient's vital signs. Designed for all health care professionals, this test covers the following topics: Blood Pressure, Pulse, Respirations, and Temperature. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express

## Industry Knowledge

Advertising Industry Knowledge	Our Advertising Industry Knowledge test measures your knowledge of the advertising industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising and Public Relations, Application to Marketplace, Campaign and Media Planning, Online Advertising, Promos, and Specialized Communications.	Standard, Express
Aerospace Industry Knowledge	Our Aerospace Industry Knowledge test measures your knowledge of the Aerospace industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Contracts and Project Management, Employment Issues, Industry Products, Operational Infrastructure, Operations, Standards and Regulations, State of the Industry, Technology, and Manufacturing.	Standard, Express
Automotive Industry Knowledge (U.S.)	Our Automotive Industry Knowledge (U.S.) test measures your knowledge of the automotive industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Accounting, Customer Satisfaction, Dealership Arrival, Finance and Insurance, General Knowledge, Manufacturing, Parts Department, Sales Management, Sales Process, and Service Department.	Standard, Express
Biotechnology Industry Knowledge	Our Biotechnology Industry Knowledge test measures your knowledge of the biotechnology industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Agricultural Biotech, Diagnostics, General Knowledge, Industrial Biotech, Market, Regulation, and Therapeutics.	Standard, Express
Childcare Fundamentals (U.S.)	Our Childcare Fundamentals (U.S.) test measures your knowledge of childcare in the United States. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Communication, Development, Environment, General, Play, and Safety.	Standard, Express
Consumer Products Industry Knowledge (U.S.)	Our Consumer Products Industry Knowledge (U.S.) test measures your knowledge of the Consumer Products industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising, Distribution, General Marketing, Integrated Marketing, Manufacturing, Marketing Planning, Marketing Research, Promotions, Research and Development, and Sales.	Standard, Express
Defense Industry Knowledge (U.S.)	Our Defense Industry Knowledge (U.S.) test measures your knowledge of the Defense industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Acquisition Program Management, Configuration Management, Congressional Organization, Contract and Finance, Disposal, Department of Defense Component Organizations, Planning, Programming and Budgeting System.	Standard, Express

E-Commerce Concepts	Our E-commerce Concepts test measures your knowledge of e-commerce. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Backends, Business Models, E-Commerce Technology, General Understanding/Concepts, Personalization, Purchasing, Security, Taxation/Shipping, Technologies on the Horizon, and Types of E-commerce.	Standard, Express
Education Industry Knowledge (U.S.)	Our Education Industry Knowledge (U.S.) test measures your knowledge of the educational industry. Designed for education professionals, this test covers all aspects of the U.S. Educational Services industry. This test covers the following topics: Structure, Student Assessments, Accreditation Issues, Societal Issues, Employment, Finances, Governing U.S. Education, Institutional Levels, Technology, and Trends.	Standard, Express
Energy Industry Knowledge (U.S.)	Our Energy Industry Knowledge (U.S.) test measures your knowledge of the energy industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Basic Math, Deregulation, Electric Utilities Industry, Environmental Concerns, General, International, Natural Gas Industry, Nuclear Energy, Petroleum Industry, and Renewable Energy.	Standard, Express
Financial Industry Knowledge (U.S.)	Our Financial Industry Knowledge (U.S.) test measures your knowledge of the financial industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Central Banking, Depository Institutions, Electronic Transactions, Financial Markets, Global Finance, Investment Banking, Laws and Regulations, Mortgage Banking, U.S. Financial System Overview, and Regulatory Environment.	Standard, Express
Health Care Industry Knowledge (U.S.)	Our Health Care Industry Knowledge (U.S.) test measures your knowledge of the health care industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Accounting, Business Office Functions, Case Management, General Knowledge, HCFA, Health Information Management, JCAHO, Medical Staff Management, Organizational Structure, Risk, and Supply Management. This test will verify an individual's knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Hospitality Industry Knowledge (U.S.)	Our Hospitality Industry Knowledge (U.S.) test measures your knowledge of the food, beverage, and lodging industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Food and Beverage Operations, Lodging Services, Resort and Hotel Operations, Guest Amenities, Customer Service, Employee Development, and Legal Compliance Issues.	Standard, Express
Information Technology Industry Knowledge	Our Information Technology Industry Knowledge test measures your knowledge of the computer industry. Designed for individuals with a broad knowledge of the industry and its trends, this test covers the following topics: Bus Technology, Certification, Desktop Computing/Peripherals, Internet, Laptop Computing, Mobile Computing, Networking, Operating Systems, Programming, Security, and Server Technology.	Standard, Express
Internet Industry Knowledge	Our Internet Industry Knowledge test measures your knowledge of the Internet industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Browsers, E-commerce, General Knowledge, Internet Access, Internet Companies, Legal, Marketing, and Search Engines.	Standard, Express
Manufacturing Industry Knowledge	Our Manufacturing Industry Knowledge test measures your knowledge of the manufacturing industry within the United States of America. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Computer-Aided Manufacturing, Facilities Planning, First-line Supervision, Fundamentals of Manufacturing Processes, Industrial Safety, Maintenance, Production and Inventory Control, Purchasing, and Quality Assurance.	Standard, Express
Non Profits Industry Knowledge	Our Non Profits Industry Knowledge test measures your knowledge of the non-profits industry. Designed for individuals with broad knowledge of the industry and related trends, this test covers the following topics: Associations, Communications, Development, Finance, Human Resources, Organization, Professional Development, Program, Regulation, Staffing, and Volunteers.	Standard, Express
Pharmaceutical Industry Knowledge (U.S.)	Our Pharmaceutical Industry Knowledge (U.S.) test measures your knowledge of the pharmaceutical industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Pharmacy, Government, Education, Research and Development, and Organizations. This test will verify an individuals knowledge of the concepts and subjects tested. The results of this test do not imply that the individual possess the necessary skills to perform a specific procedure, nor treatment, nor is licensed, nor authorized, to practice any health care profession under any applicable laws.	Standard, Express
Public Relations Industry Knowledge (U.S.)	Our Public Relations Industry Knowledge (U.S.) test measures your knowledge of the Public Relations industry. Designed for experienced practitioners, this test covers the following topics: Agencies, Budgets, Industry Recognition, Media Relations, Planning, Public Relation Profession, Program Evaluation, Research, Tactics, Types of Media, and Public Relation Practices.	Standard, Express

Publishing Industry Knowledge (U.S.)	Our Publishing Industry Knowledge (U.S.) test measures your knowledge of the publishing industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Publishing Basics, Business and Operations, Content, Getting It Printed, Selling Published Matter, Publishing and Society, Law, Trends, and Electronic Books.	Standard, Express
Retail Industry Knowledge (U.S.)	Our Retail Industry Knowledge (U.S.) test measures your knowledge of the retail industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Advertising and Promotion, Customer Service, General Knowledge, Loss Prevention, Management and Controls, Technology and Systems, Merchandising, Retail Math, Selling, and Visual Merchandising.	Standard, Express
Security Industry Knowledge (U.S.)	Our Security Industry Knowledge (U.S.) test measures your knowledge of personal, retail, and home security. Designed for experienced security professionals, this test covers the following topics: Civil Liability, Crime Prevention, Duties of A Security Officer, Fire Safety, First Aid and Safety, General Knowledge, Interpersonal Communications, Law, Security Management, Surveillance Methods, Use of Force, and Written Communications.	Standard, Express
Telecommunications Industry Knowledge	Our Telecommunications Industry Knowledge test measures your knowledge of the telecommunications industry. Designed for individuals with broad knowledge of the industry and its trends, this test covers the following topics: Data, Fiber Optics, Telephony, and Wireless.	Standard, Express
TV Production Industry Knowledge	Our TV Production Industry Knowledge test measures your knowledge of television production. Designed for experienced television and video production professionals in the North America and European continents, this test covers the following topics: Basic Knowledge, Content Acquisition, Content Production, Legal Issues, Markets, Marketing and Distribution Systems, Project Budgeting and Fiscal Management, Project Funding, Resource Acquisition and Management, and Technologies.	Standard, Express

## Information Technology

.NET Framework	Our .NET Framework test measures your ability to work in the .NET environment. It covers a variety of applicable skills used in the .NET environment. Designed for experienced programmers, this test includes the following topics: .NET Architectural Overview, .NET Framework Class Library, .NET Metadata, .NET Programming, Assemblies, Common Language Runtime (CLR), and Common Type System (CTS).	Standard
.NET Framework	Our .NET Framework test measures your ability to work in the .NET environment. It covers a variety of applicable skills used in the .NET environment. Designed for experienced programmers, this test includes the following topics: .NET Architectural Overview, .NET Framework Class Library, .NET Metadata, .NET Programming, Assemblies, Common Language Runtime (CLR), and Common Type System (CTS).	Express
ABAP	Our ABAP for SAP R/3 test measures your knowledge of programming in ABAP for SAP R/3. Designed for experienced programmers, this test covers the following topics: ABAP Memory, ABAP Open SQL, Authority-checks, Background Processing, BDC, Data, Dialog Programming, Field-symbols, File Processing, Flow Control, Functions, Internal Tables, Logical Units of Work, Macros, Reporting, Structures, Subroutines, Tasks/Change Requests, and Variables.	Standard, Express
Active Server Pages	Our Active Server Pages (ASP) test measures your knowledge of developing Web sites using ASP 3.0. Designed for experienced developers, this test covers the following topics: Active Server Components, ActiveX Data Objects, Application Object, ASP Object Model, Configuration, Request Object, Response Object, Scripting Object, Server Object, Server Side Scripting, ServerVariables Collection, and Session Object.	Standard, Express
ActiveX	Our ActiveX test measures your knowledge of programming ActiveX controls. Designed for experienced web developers, this test covers the following topics: ActiveX Technologies, General Knowledge, Component Creation, and Interfaces.	Standard, Express
Adabas Administration	Our Adabas 6.22 Administration test measures your knowledge of administering Adabas databases. Designed for experienced administrators, this test covers the following topics: Architecture, DB Installation, DB Maintenance, DB Recovery, DB Validation, Installation and Maintenance, Messages and Codes, Operations and Procedures, and Unload/Load.	Standard, Express
ADO.NET	Our ADO.NET test measures your knowledge of programming using ADO within the .NET Framework. Designed for experienced .NET developers, this test includes the following topics: Command Object, Components, Connection Object, Data Adapter, Data Reader, DataSets, DataSets and XML, and Implementation.	Standard, Express
Adobe Illustrator 8.0	Our Adobe Illustrator 8.0 test measures your knowledge of Adobe Illustrator 8.0. Designed for experienced users, this test covers the following topics: Color Images, Image Basics, Printing, Text, and General Knowledge.	Standard, Express

Apache 1.3.12 Administration	Our Apache HTTP Server 1.3.12 Administration test measures your knowledge on the Apache HTTP Server 1.3.12. Designed for experienced Web Administrators, this test focuses on the specifics of the Apache server rather than broader concepts covered in the Web Server Administration test. This test covers the following topics: Apache API, Common Tasks, General Knowledge, Performance Tuning, Security, Server Administration, Server Configuration, and Server Setup.	Standard, Express
ASP.NET	Our ASP.NET test measures your knowledge of developing Web sites using Active Server Pages in the .NET environment. Designed for experienced developers, this test includes the following topics: .Net Framework, Architecture, Data Integration, Events, Troubleshooting, Web Applications, Web Controls, Web Forms, and Web Services.	Standard, Express
Assembly Language	Our Assembly Language test measures your knowledge of the concepts used in all areas of assembly language. Designed for experienced programmers, this test covers the following topics: Numbering and Representations, Programmers View, Data and Instructions, Addressing Mode, Transfer of Control, Arithmetic Instructions, Bit Manipulations, Interrupts, Assembler, Interfacing with HLL, and Input/Output. Test-takers may need a calculator for this exam.	Standard, Express
Asynchronous Transfer Mode (ATM)	Our Asynchronous Transfer Mode (ATM) test measures your knowledge of ATM networking. Designed for experienced network professionals, this test covers the following topics: ATM Architecture, ATM Addressing and Connections, ATM Hardware, Traffic Management, LAN Emulation, Network Management, Design, Internetworking with Voice and Video, and Internetworking ATM.	Standard, Express
AutoCAD 2002 (U.S.) (Interactive)	Our AutoCAD® 2002 (U.S.) (Interactive) test measures your ability to design in two and three dimensions using AutoCAD® 2002. Some of the items in the test contain drawing files that you will open and manipulate in AutoCAD® 2002. Designed for experienced users, the AutoCAD® 2002 (U.S.) (Interactive) test covers the following topics: Annotation, Drawing, Drawing Shapes, Drawing View, Editing, Editing Objects, File Management, Format, Inserting Objects, and Utilities and Settings.	Standard, Express
Bash Shell Scripting	Our Bash Shell Scripting test measures your knowledge of Bash Shell Scripting for Version 2. Designed for experienced scripting professionals, this test includes the following topics: Builtin Commands, Parameters, Precedence and Evaluation, Program Control, Programming Constructs, Redirection, Shell Environment, and Using the Command Line.	Standard, Express
BEA WebLogic Application Server 5.1	Our BEA WebLogic Application Server 5.1 test measures your ability to administer an application server using the BEA WebLogic Server. Designed for experienced network administrators, this test covers the following topics: Installation, Setup, Configuration, Starting and Stopping, Services, Application, General, Performance Evaluation, and Architecture.	Standard, Express
C	Our C test measures your knowledge of programming in the C Language. Designed for experienced programmers, this test covers the following topics: Arrays, Basics, C Expressions, Functions, Input/Output, Pointers, Program Statements, and Strings.	Standard, Express
C#	Our C# test measures your knowledge of programming in the .NET environment using C#. Designed for experienced programmers, this test includes the following topics: Configuration and Support; Delegates; Developing Data Consumers and Services; Grammar; Methods; Object-Oriented Programming; Properties, Indexers, and Fields; and Value and Reference Types.	Standard, Express
C++	Our C++ test measures your knowledge of programming in C++. Designed for experienced programmers, this test covers the following topics: Basic Structure and Syntax, C++ Class, C++ Data Types, Class Derivation and Inheritance, Class Member Functions, Exception Handling, Fundamentals of OOD, and OOP.	Standard, Express
C++ Fundamentals	Our C++ Fundamentals test measures your knowledge of programming in C++. Designed for entry-level programmers, this test includes the following topics: Access Checking, Basic Structure, Classes, Declarations, Declarators, Derivation, Exceptions, Expressions, Overloading, Special Member Functions, Standard C++ Library, Statements, and Templates.	Standard, Express
Cellular Technology	Our Cellular Technology test measures your knowledge of the cellular telecommunications industry. Designed for experienced telecommunications technicians, vendors, and service providers, this test covers the following topics: Basic Concepts, PCS, Security, Problem Solving, Topology/Architecture, and Cellular Applications.	Standard, Express
CGI Scripting	Our CGI Scripting test measures your knowledge of the key issues in Common Gateway Interface script. Designed for experienced web developers, this test covers the following topics: HTTP, HTML Forms, CGI Protocol, CGI Programming, CGI Techniques, Security, Web servers, and CGI Alternatives.	Standard, Express
Check Point FireWall-1 Administration	Our Check Point FireWall-1 4.0 Administration test measures your knowledge of designing and maintaining firewalls using Check Point's FireWall-1 application. Designed for experienced web administrators, this test covers the following topics: Authentication, FW-1 GUIs, FW-1 Installation/Architecture, FW-1 Management, General Knowledge, Network Address Translation, and Security Policy/Rule Base.	Standard, Express

CICS	Our Customer Information Control System (CICS) test measures your knowledge of programming using CICS. Designed for experienced programmers, this test covers the following topics: BMS, Program Control, Storage, the CICS System, Troubleshooting, and Utilities.	Standard, Express
Cisco Network Design	Our Cisco Network Design test measures your knowledge of installing and configuring an Internet Protocol network using Cisco routers. Designed for experienced telecom engineers, this challenging test covers the following topics: Cisco Network Design Model, Distance Vector Routing Protocols, Enterprise Routing Protocols, Multicast Protocols, and OSI Model.	Standard, Express
Cisco Network Support	Our Cisco Network Support test measures your knowledge of maintaining an Internet Protocol network using Cisco routers. Designed for experienced telecom engineers, this test covers the following topics: Dial Solutions, Hardware Architecture, IOS/Command Line, IP Addressing, LAN Switching, Network Protocols, OSI Model, Routing Protocols, Traffic Management, and WAN Connectivity.	Standard, Express
Citrix Administration	Our Citrix Administration test measures your knowledge of administering a system using Citrix WinFrame and MetaFrame. Designed for experienced system administrators, this test covers the following topics: Installation, Administration, Configuration, Client Computers, Applications, and Troubleshooting.	Standard, Express
Client/Server Concepts	Our Client/Server Concepts test measures your knowledge of the basic concepts of client/server networks. Designed for individuals with basic knowledge of client server networks, this test covers questions on Networks, Processing, Database, and Rapid Application Development.	Standard, Express
COBOL I (ANSI 74)	Our Common Business Oriented Language I (ANSI 74) test measures your knowledge of programming in COBOL I (ANSI 74). Designed for experienced programmers, this test covers the following topics: COBOL Elements, Condition Checking, Creating Reports, Data Division, Decision Making, Errors, File Processing, Process Statements, Program Processing, and Tables.	Standard, Express
COBOL II	Our Common Business Oriented Language II test measures your knowledge of programming in COBOL II. Designed for experienced programmers, this test covers the following topics: Arithmetic Statements, COBOL Elements, Condition Checking, Creating Reports, Data Division, Decision Making, File Processing, Process Statements, Program Processing, and Tables.	Standard, Express
ColdFusion 4.5	Our ColdFusion 4.5 test measures your knowledge of developing Web pages using ColdFusion 4.5. Designed for experienced developers, this test covers the following topics: Advanced CF, Database, Display and Formatting, E-mail, Files and Directories, Flow Control, Functions, Internet Protocols, Subroutines, and Variables.	Standard, Express
ColdFusion 5	Our ColdFusion 5 test measures your knowledge of developing Web pages using ColdFusion 5. Designed for experienced developers, this test covers the following topics: Advanced ColdFusion Issues, Application Framework, Databases, Directories and Files, E-mail, Flow-Control, Functions, Interacting with Remote Servers, Output and Formatting, Re-Using Code, and Variables.	Standard, Express
ColdFusion MX	Our ColdFusion MX test measures your knowledge of developing Web pages using ColdFusion MX. Designed for experienced developers, this test includes the following topics: Advanced ColdFusion Issues, Application Framework, Code Reuse - Modularity, Databases, E-mail, File System, Flow Control, Forms, Functions, Output, Remote Resources, and Variables.	Standard, Express
COM/DCOM (Visual Basic)	Our COM/DCOM (Visual Basic) test measures your knowledge of the Microsoft Component Object Model and Distributed COM architectures and how these modules are used in building objects to run in an MS Windows environment. Designed for experienced programmers, and web/software developers, this test covers the following topics: Development, Architecture, Registry, Implementation, DCOM Architecture, and DCOM Implementation.	Standard, Express
Compaq Server Administration (Win NT/2000)	Our Compaq Server Administration (Win NT) test measures your knowledge of Compaq system technologies, systems management, and Compaq integration with Windows NT. Designed for experienced systems managers, this test covers the following topics: System Architecture, Server Options, Disk Storage Technologies, Compaq Servers, Systems Management, Insight Manager, Diagnostics, Remote Management, Windows NT/2000, Recovery Server, and Integration Server.	Standard, Express
Computer Electronics	Our Computer Electronics test measures your knowledge in the core areas of electronics necessary to understand and maintain computers. This test covers the following topics: Diagnostics, Electrical/Electronic Engineering Principles, Electronics Application, Electronics Theory, and Safety.	Standard, Express
Computer Technical Support	Our Computer Technical Support test measures your knowledge of how to set up and maintain a PC. Designed for technicians with hands-on experience, this test covers the following topics: Boot Problems, General Hardware Basics, General Hardware Identification and Requirements, I/O Basics, Motherboard, Operating Systems, Specific Hardware, Storage Devices, and Troubleshooting.	Standard, Express
Computer Telephony Integration (CTI)	Our Computer Telephony Integration certification measures your knowledge of designing and installing computer-operated telephone networks in call centers and other locations. Designed for experienced CTI professionals, this test includes the following topics: Telephony, Administration, Applications, Architecture, Database, Disaster Recovery, Telephone User Interface, and Troubleshooting.	Standard, Express

CORBA 2.3	Our Common Object Request Broker Architecture 2.3 test measures your knowledge of programming using CORBA 2.3. Designed for experienced programmers, this test covers the following topics: CORBA Services, CORBA Basics, Design Issues, IDL, Interface Repository, Interoperability, Method Invocation, OMA, and ORB Interface.	Standard, Express
CORBA 2.3 C++	Our Common Object Request Broker Architecture 2.3 C++ test measures your knowledge of programming using CORBA 2.3 C++. Designed for experienced programmers, this test covers the following topics: CORBA Services, CORBA Basics, Design Issues, IDL, Interface Repository, Interoperability, Method Invocation, OMA, and ORB Interface.	Standard, Express
CORBA 2.3 Java	Our Common Object Request Broker Architecture (CORBA) 2.3 Java test measures your knowledge of programming using CORBA 2.3 Java. Designed for experienced programmers, this test covers the following topics: CORBA Services, CORBA Basics, Design Issues, IDL, Interface Repository, Interoperability, Method Invocation, OMA, and ORB Interface.	Standard, Express
CSS2	Our CSS2 test measures your knowledge of coding Web pages using CSS2. Designed for experienced coders, this test includes the following topics: Generated Content, Layout, Markup, Media Types, Selectors, Syntax, Text, and Values.	Standard, Express
Customer Requirements Analysis	Our Customer Requirements Analysis test measures your knowledge of customer requirements and the software development process. Designed for experienced programmers and analysts, this test covers the following topics: Analysis, Building the System, Data Gathering Methods, Defining the System, Documenting, Problem Analysis, User Needs Analysis, and Validation.	Standard, Express
Data Modeling Concepts	Our Data Modeling Concepts test measures your knowledge of the most important aspects of data modeling. Designed for both administrators and developers, this test covers the following topics: Attributes and Keys, Entities, Implementation and Model Notations, Normalization, Relationships, and Uses and Benefits.	Standard, Express
Data Warehousing Concepts	Our Data Warehousing Concepts test measures your knowledge of the most important aspects of data warehousing. Designed for both programmers and administrators, this test covers the following topics: Applications, Architecture, Data Extraction, Data Mining, Data Transformation and Cleansing, Databases, Design, Implementation Techniques, OLAP, Performance, and the role of Data Warehousing.	Standard, Express
DB2 Administration (OS390)	Our DB2 Administration (OS/390) test measures your knowledge of administering DB2 databases. We also offer a DB2 Administration (UDB) operating system test designed for administrators. DB2 (OS/390) is designed for experienced administrators, this test covers the following topics: Administration, Data Definition, Doors to DB2, Overview, Programming, SQL, Tools, Tuning, Utilities and Commands.	Standard, Express
DB2 Administration (UDB)	Our DB2 Administration (UDB) test measures your knowledge of administering DB2 databases. We also offer a DB2 Administration (OS/390) Administration operating system test designed for administrators. DB2 (UDB) is designed for experienced administrators, this test covers the following topics: Administration, Data Definition, Doors to DB2, Overview, Programming, SQL, Tools, Tuning, Utilities and Commands.	Standard, Express
Delphi 3.0	Our Delphi 3.0 test measures your knowledge of programming using Delphi 3.0. Designed for experienced programmers, this test covers the following topics: Abstract Data Types; Control Structures; Delphi IDE; DLL, OLE, COM and ActiveX; Exception Handling; Fundamentals of OOD; Object Pascal Class; Object Pascal Language; OOP, Pascal I/O, and Console Applications; VCL Internals and Component Writing; and Visual Component Library (VCL).	Standard, Express
Delphi 5.0	Our Delphi 5.0 test measures your knowledge of programming using Delphi 5.0. Designed for experienced programmers, this test covers the following topics: Abstract Data Types; Application Deployment, Console Applications; Control Structures; Database; Delphi IDE; DLL; Exception Handling; Fundamentals of OOD; IDE Tools; Multi-thread Programming; Object Pascal Class; Object Pascal Language; OLE, COM and ActiveX; OOP, Pascal I/O; VCL Internals and Component Writing; Visual Component Library (VCL); Web Development; and Win API.	Standard, Express
Delphi 6.0	Our Delphi 6.0 test measures your knowledge of programming using Delphi 6.0. Designed for experienced programmers, this test covers the following topics: Component Development, Datasets, Extended Technologies, OOP Concepts, OOP Implementation, Pascal Basics, The Delphi Environment, VCL, and VCL Components.	Standard, Express
Delphi 6.0 Fundamentals	Our Delphi 6.0 Fundamentals test measures your knowledge of programming using Delphi 6.0. Designed for entry-level programmers, this test covers the following topics: Datasets, Extended Technologies, OOP Concepts, OOP Implementation, Pascal Basics, The Delphi Environment, VCL, and VCL Components.	Standard, Express
Digital Signal Processing (DSP)	Our Digital Signal Processing (DSP) test measures your knowledge of digital signal processing and its applications. Designed for experienced hardware professionals, this test covers the following topics: Fundamentals, Architecture, Analog to Digital Conversion, Filtering, DSP Applications, and Advanced Topics.	Standard, Express

Disaster Recovery and Planning	Our Disaster Recovery and Planning test measures your knowledge of recovery techniques in the event of a disaster. Designed for administrators, this test covers the following topics: Essential Concepts and Terminology, Exposure and Risk Analysis, Disaster Prevention (Avoidance), Planning Fundamentals, Asset Management, Backups and Offsite Storage, Communications, Preparation Essentials, Recovery/Interim Restoration, and Relocation to Primary Site/Final Restoration.	Standard, Express
DOS 6.2	The Disk Operating System 6.2 test measures your knowledge of DOS 6.2. Designed for system administrators, IT help desk, and technical support professionals, this test covers the following topics: ANSI.SYS, DOS Fundamentals, DOS Editor, Files and Directories, Managing Disks, Batch Files, System Configuration, and Controlling DOS.	Standard, Express
Dreamweaver 3.0	Our Dreamweaver 3.0 test measures your knowledge of developing web sites using Macromedia's Dreamweaver 3.0. Designed for experienced designers, this test covers the following topics: Behaviors, Customizing, General Knowledge, Import/Export, Links and Navigation, Media, Objects, Page Management, and Site Management.	Standard, Express
Dreamweaver 4.0	Our Dreamweaver 4.0 test measures your knowledge of developing web sites using Macromedia's Dreamweaver 4.0 software. Designed for experienced designers, this test includes the following topics: Adding Interactivity, Application Environment, Collaboration, Customizing and Extending, Media, Page Authoring, Page Design, Page Management, and Site Management.	Standard, Express
Dreamweaver MX	Our Dreamweaver MX test measures your knowledge of developing Web sites using Macromedia's Dreamweaver MX software. Designed for experienced designers, this test includes the following topics: Adding Interactivity, Application Development, Application Environment, Collaboration & Productivity, Customizing & Extending, Media, Page Authoring, Page Design, Page Management, and Site Management.	Standard, Express
Dynamic HTML	Our Dynamic HyperText Markup Language test measures your knowledge of coding web pages using DHTML. Designed for experienced coders, this test covers the following topics: Containers, CSS, DOM, Events, Forms, Frames, HEAD Elements, Sights and Sounds, and Tables.	Standard, Express
E-Commerce Implementation	Our E-commerce Implementation test measures your knowledge of implementing E-commerce on your web site. Designed for experienced web developers and administrators this test covers the following topics: E-commerce Building Blocks, E-commerce Types, Hardware, Money Transactions, Network Infrastructure, Security, Setting Up an E-commerce Site, and Emerging Technologies.	Standard, Express
Electronic Data Interchange (EDI)	Our Electronic Data Interchange (EDI) test measures your knowledge of Electronic Data Interchange. Designed for EDI professionals, this test covers the following topics: Ansi-X12, Bar Coding, Test Requirements, EDI Online thru XML, Cyberdefense, Data Elements and Segments, Security and Auditing, Mapping, Labels, Transactions Sets, XML Fundamentals and Communications, and Connectivity.	Standard, Express
Embedded Systems Concepts	Our Embedded Systems Concepts test measures your knowledge of the core concepts involved in working with embedded systems. This test is not specific to any platform but measures knowledge across all areas of embedded systems. Designed for all involved with embedded systems, this test covers the following topics: System Design, Hardware and Software Design, Interrupts, Software Architecture, Validation, and Debugging.	Standard, Express
ERP Concepts (U.S.)	Our ERP Concepts (U.S.) test measures your knowledge of the Enterprise Resource Planning business management system and methodology. Designed for the experienced planning professional, this test covers the following topics: Enterprise Integration, Enterprise Management, ERP Selection and Implementation, and Operations Management.	Standard, Express
ERwin 3.5.2 Administration	Our ERWin 3.5.2 test measures your knowledge of administering ERWin 3.5.2 databases. Designed for experienced administrators, this test covers the following topics: Model Management, Model Types, Modeling Objects, Data Model Notations, Exchange Formats, Schema Generation, and Reporting.	Standard, Express
Fiber Optics	Our Fiber Optics test measures your knowledge of concepts and practices of installing fiber optics. Designed for experienced telecom engineers, and network planners, this test covers the following topics: Fiber Optics Construction, Applications, Specifications, Connectors, and Hardware.	Standard, Express
Fireworks 3	Our Fireworks 3 test measures your knowledge of developing graphics for the web using Macromedia's Fireworks 3. Designed for experienced designers, this test covers the following topics: Animation, Behaviors, Buttons, Exporting Images, Fill and Stroke, Fireworks Design Environment, Integration with Dreamweaver and UltraDev, Production Techniques, Slices and Hotspots, Raster Drawing Tools, and Vector Drawing Tools.	Standard, Express
Fireworks 4	Our Fireworks 4 test measures your knowledge of developing graphics for the Web with Macromedia Fireworks. Designed for experienced designers, this test includes the following topics: Animation, Behaviors, Buttons, Design Environment, Effects, General Tools, Layers and Frames, Masks, Production Techniques, Raster, Symbols and Libraries, Text, and Vector.	Standard, Express
Flash 4	Our Flash 4 test measures your knowledge of developing graphics presentations using Macromedia's Flash 4. Designed for experienced developers, this test covers the following topics: Advanced Actions, Animation, Buttons, Drawing Tools, Movie Management, Objects, Publishing and Exporting, Sound, and Text.	Standard, Express

Flash 5	Our Flash 5 test measures your knowledge of developing graphics presentations using Macromedia's Flash 5. Designed for experienced developers, this test covers the following topics: Advanced Actions, Animation, Buttons, Movie Management, Objects, Publishing and Exporting, Sound, and Tools.	Standard, Express
Flash MX	Our Flash MX test measures your knowledge of developing graphics presentations using Macromedia's Flash MX. Designed for experienced developers, this test covers the following topics: Advanced Actions, Animation, Movie Management, Publishing and Exporting, Scripting, Sound, Symbols, and Tools.	Standard, Express
FORTTRAN 77	Our Formula Translator 77 test measures your knowledge of programming in FORTRAN 77. Designed for experienced programmers, this test covers the following topics: Data Structures, Decision Structures, Input-output, Looping Structures, Program Life Cycle, Subprograms, Variables, and Expressions.	Standard, Express
Frame Relay	Our Frame Relay test measures your knowledge of Frame Relay networking. Designed for experienced network professionals, this test covers the following topics: Frame Relay Architecture, Frame Relay Devices/Connections - Layer 1, Frame Relay Virtual Circuits, Traffic Management, Network Troubleshooting, Design, VOFR, Multiprotocol Over Frame Relay, and ATM and Frame Relay.	Standard, Express
HomeSite 4.5	Our HomeSite 4.5 test measures your knowledge of writing HTML and creating web pages using HomeSite 4.5. Designed for experienced developers, this test covers the following topics: Design Mode, Designing Web Pages, Editing, Fonts and Colors, Forms, Frames, Getting Started, Image Use, Linking Pages, Style Sheets, Tables, Tag Editor Dialogs, and Web Site Management.	Standard, Express
HTML 3.2	Our HyperText Markup Language 3.2 test measures your knowledge of coding web pages using HTML 3.2. Designed for experienced coders, this test covers the following topics: Browsers and Links, Components, Forms Comments and Usage, Forms Concepts, Images, Structure, and Text.	Standard, Express
HTML 4.0	Our HyperText Markup Language (HTML) 4.0 test measures your knowledge of coding web pages using HTML 4.0. Designed for experienced coders, this test covers the following topics: Advanced HTML, Components, Forms, Frames, Images, Links, Structures, and Text.	Standard, Express
IMS 6.0	Our IMS 6.0 test measures your knowledge of the IBM hierarchical database management system database. Designed for experienced database managers and system engineers, this test covers the following topics: Data Base Description, Loading/Inserting Segments, Sequential Retrieval, Random Retrieval, Deleting/Replacing Segments, DL/I Processing, and Command Codes.	Standard, Express
Information Technology Security Fundamentals	Our Information Technology Security Fundamentals test measures your knowledge of basic information security concepts, skills, and best practices. Designed for system administrators and foundation-level security professionals, this test covers the following topics: Attack Recognition, Prevention, & Response; Content Security; Database Infrastructure Protection; General Concepts; Network Infrastructure Protection; Other Applications Security; Perimeter & Internet Security; Security Management Systems; Security Technologies; Systems Infrastructure Protection; and Web Security.	Standard, Express
Information Technology Terminology	Our Information Technology Terminology test measures your knowledge of the terms associated within the IT industry. Designed for all IT professionals, this test covers the following topics: SCSI Terminology, Processor Terminology, Data Storage Terminology, PC Peripheral Terminology, Operating System Terminology, Application Terminology, Cable Terminology, Network Topology, Network Compliances, HTML Terminology, WWW Browser Terminology, Internet, Security, Computer History, and WWW History.	Standard, Express
Informix 7.X Administration	Our Informix 7.X Administration test measures your knowledge of administering Informix 7.X databases. Designed for experienced administrators, this test covers the following topics: Backup and Recovery, Configuration, Database Administration, Installation, Logging, Monitoring Activity, Performance Management, Resource Management, and Server Administration.	Standard, Express
Internet Concepts	Our Internet Concepts (U.S.) test measures your knowledge of the Internet's architecture, protocol, and tools. Designed for all Internet professionals, this test covers the following topics: Addressing, Application Protocols, Architecture, Design, TCP/IP, and the World Wide Web.	Standard, Express
Internet Security	Our Internet Security test measures your knowledge of secure operations over the Internet through various protocols. Designed for experienced network administrators, this test covers the following topics: Communications, Electronic Mail, Encryption, Firewalls, Identification and Authentication, Malicious Programs, Security Management, Threats, and World Wide Web.	Standard, Express
Internet Technology Fundamentals	Our Internet Technology Fundamentals test measures your knowledge of essential key concepts of the Internet, Extranet, and Intranet. Designed for all technical professionals, this test covers the following topics: Client Description/Configuration, E-Commerce Technology, Fundamental Concepts, Groups and Lists, Internet Terminology/Standards, Messaging, Networking and Infrastructure, Programming and Development, Security, Security Issues and SSL, Server Configuration/Technologies, and Troubleshooting.	Standard, Express

IP Routing & Switching	Our IP Routing and Switching test measures your knowledge of the protocols and concepts used by routers switches employing Internet protocol. Designed for experienced WAN engineers, this test covers the following topics: Advanced Routing Topics, General Knowledge, IP Addressing, IP Multicast, IP Routing Protocols, and Layer 2 Switching.	Standard, Express
ISDN (North America/Japan)	Our ISDN test measures your knowledge of the integrated services digital network telecommunications standard. Designed for experienced network professionals, this test covers the following topics: General Knowledge, ISDN Layers, ISDN Service, ISDN Setup, and Troubleshooting.	Standard, Express
ITAA Information Security Awareness	Our Information Technology Association of America (ITAA) Information Security Awareness test measures your 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.	Standard
J.D. Edwards OneWorld Report Design (ERW)	Our J.D. Edwards OneWorld (ERW) test measures your knowledge of the Enterprise Report Writer module. Designed for experienced report writers and designers, this test includes the following topics: Sections, Report Design Director, Modifying Reports, Headers/Footers, Setting up Business Views as Favorites, Joining Subsections, Versions, Event Rules, Submitting and Printing Reports, and Tabular Section.	Standard, Express
Java - EJB	Our Java - Enterprise Java Beans (EJB) test measures your knowledge of programming using Enterprise Java Beans. Designed for experienced programmers, this test covers the following topics: Architecture, Deployment, Design, Development, Entity Beans, Isolation, Session Beans, and Transactions.	Standard, Express
Java - EJB 2.0	Our Java - Enterprise Java Beans (EJB) 2.0 test measures your knowledge of programming using Enterprise Java Beans. Designed for experienced programmers, this test includes the following topics: Architecture, Deployment/Integration, Design, Development, Entity Beans/BMP, Entity Beans/C, Message-Driven Beans, Security, Session Beans, and Transactions.	Standard, Express
Java - EJB 2.0 Fundamentals	Our Java - EJB 2.0 test measures your knowledge of programming using Enterprise Java Beans 2.0. Designed for entry-level programmers, this test covers the following topics: Architecture, Deployment/Integration, Design, Development, Entity Beans/BMP, Entity Beans/CMP, Message-Driven Beans, Session Beans, and Transactions.	Standard, Express
Java 1	Our Java 1 test measures your knowledge of Java 1.1 programming. Designed for experienced programmers, this test covers the following topics: Applets, Database Programming, Exceptions, Fundamentals, Graphics Programming, Programming, Security, Standard Packages, and Threads.	Standard, Express
Java 2	Our Java 2 test measures your knowledge of programming in Java 2. Designed for experienced programmers, this test covers the following topics: Applets, Collections API, Database Programming, Enterprise Features, Exceptions, Fundamentals, Graphics Programming, Input Method Framework, Internationalization, Java Beans, Java IDL, JDBC, JFC, Language Fundamentals, Networking, Programming, Reference Objects, RMI, Security, Standard Packages, and Threads.	Standard, Express
Java 2 - GUI	Our Java 2 - GUI test measures your knowledge of developing Graphical User Interfaces using Java 2. Designed for experienced programmers, this test covers the following topics: Advanced, Intermediate, and Beginning GUI, Jtree, Event Handling, Graphics/Images, and Layout Managers.	Standard, Express
Java 2 - Non-GUI	Our Java 2-non-GUI test measures your knowledge of developing back end applications using Java 2. Designed for experienced programmers, this test covers the following topics: Fundamentals, Internationalization, Native Methods, Networking, Object Orientation, Object Persistence, Optimizing Code, Security Application, and Threads.	Standard, Express
Java 2 Fundamentals	Our Java 2 Fundamentals test measures your basic knowledge of programming in Java 2. Designed for new programmers, this test covers the following topics: Common Packages, Data Manipulation, Flow of Control, Java Basics, OO Basics in Java and Java Fundamentals, Runtime, and Threads.	Standard, Express
Java 2 Platform Enterprise Edition (J2EE)	Our Java 2 Platform, Enterprise Edition (J2EE) test measures your knowledge of the J2EE architecture. Designed for Java programmers and architects, this test includes the following topics: J2EE 1.3.1 Architecture, Enterprise Java Beans (EJB 2.0), JDBC 2.0, J2EE Clients, JavaMail 1.2, Java Naming and Directory Interface (JNDI 1.2.1), XML, and Distributed Computing Application Development.	Standard, Express
Java 2 Platform Micro Edition (J2ME)	Our Java 2 Platform, Micro Edition (J2ME) test measures your knowledge of J2ME. Designed for Java programmers, architects, software engineers, and consultants, this test includes the following topics: CDC, MIDP/CLDC: MIDlet, MIDP/CLDC: Network Connections, MIDP/CLDC: Overview, MIDP/CLDC: Persistent Storage, MIDP/CLDC: UI, and Optimization Strategies.	Standard, Express
Java Server Pages (JSP 1.1)	Our Java Server Pages (JSP 1.1) test measures your knowledge of programming JSPs. Designed for web programmers and designers with experience in JSP 1.1, this test covers the following topics: Fundamentals, Application Delivery, JSP 1.1, Scripting, and Servlet API 2.2.	Standard, Express

Java Server Pages (JSP 1.2)	Our Java Server Pages (JSP 1.2) test measures your knowledge of programming JSPs. Designed for Web programmers and designers with experience in JSP 1.2, this test covers the following topics: Developing Custom Tags, Filters, JavaBeans, JSP Fundamentals, Servlet Fundamentals, Using Custom Tags, Web Application Deployment, Web Application Fundamentals, and Web Application Security.	Standard, Express
Java XML Technologies	Our Java XML Technologies test measures your knowledge of the Java API for XML Processing. Designed for experienced Java developers, software engineers, and Web architects, this test includes the following topics: DOM API - Navigation, DOM API - Reading, DOM API - Writing, JAXP API - Processing, JAXP API - Transform, Other APIs, SAX 2 API - Error Handling, and SAX 2 API - Parsing.	Standard, Express
Javascript	Our JavaScript 1.2 test measures your knowledge of programming using JavaScript. Designed for experienced programmers, this test covers the following topics: Components, Controlling Windows, Documents, Events and Event Handlers, Functions, Integration with Other Technologies, Objects, Operators/Variables, Statements, Working with Forms, and Working with Frames.	Standard, Express
JavaScript 1.5	Our JavaScript 1.5 test measures your knowledge of programming using JavaScript. Designed for experienced developers this test includes the following topics: Basic JavaScript, Flow Control, Functions, Core Objects, Objects, Events and Event Handling, Working with HTML, Regular Expressions, and General JavaScript.	Standard, Express
JavaScript 1.5 Fundamentals	Our JavaScript 1.5 Fundamentals test measures your knowledge of programming using JavaScript 1.5. Designed for entry-level developers this test includes the following topics: Basic JavaScript, Core Objects, Events and Event Handling, Flow Control, Functions, General JavaScript, Regular Expressions, and Working with HTML.	Standard, Express
JCL	Our Job Control Language test measures your knowledge of programming using JCL. Designed for experienced programmers, this test covers the following topics: Basic Formatting, Data Management, Input/Output, JES2/JES3 Control Statements, Parameters, Statements, Troubleshooting, and Utilities.	Standard, Express
LAN/WAN Communications	Our Local Area Network/Wide Area Network Communications test measures your knowledge of LAN/WAN protocols and architecture. Designed for experienced network administrators, this test covers the following topics: AppleTalk, Bandwidth Management, Bridging vs. Routing, IP Addressing, IPX Addressing, OSI Model, Routing Protocols, Troubleshooting, WAN Types and Topologies.	Standard, Express
Linux Administration (General)	Our Linux Administration (General) test measures your knowledge of the key issues and concepts of administering in a Linux environment. This is our core Linux Administration test and is focused on the general aspects of Linux that span all Linux variations. Designed for experienced system administrators, this test covers the following topics: Configuration and Administration, General Issues, Installation, Networking, System Administration and Security, and Transitioning from Windows.	Standard, Express
Linux Administration (Red Hat 9)	Our Linux Administration (Red Hat 9) test measures your knowledge of the Red Hat 9 implementation of Linux. This test covers Red Hat 9 as well as Red Hat Enterprise Linux (RHEL) questions. We recommend individuals seeking to certify their core Linux skills complete our Linux Administration (General) test. Designed for experienced administrators, this test covers the following topics: Automation, Deployment & Planning Administration, Installation, Local Security, Network Security, Networking, Red Hat Enterprise Linux, Storage, System Administration, and Xfree86.	Standard, Express
Linux Administration (Red Hat)	Our Linux Administration (Red Hat) test measures your knowledge of the Red Hat implementation of Linux. This test covers general Linux questions; we recommend individuals seeking to certify their core Linux skills complete our Linux Administration (General) test. Designed for experienced administrators, this test covers the following topics: Administration, Desktop Environment, General Issues, Installation, Networking, and Security.	Standard, Express
Linux Administration (SuSE)	Our Linux Administration (SuSE) test measures your knowledge of the SuSE implementation of Linux. This test covers general Linux questions; we recommend individuals seeking to certify their core Linux skills complete our Linux Administration (General) test. Designed for experienced administrators, this test covers the following topics: Administration, Installation/Configuration, and Security.	Standard, Express
Linux Programming (General)	Our Linux Programming (General) test measures your knowledge of programming in a Linux environment. Designed for experienced programmers, this test covers the following topics: AutoConf/AutoMake, Makefiles, C Programming, C++, Debugging Programs, Linux Programming Concepts, Platform Independence, Revision Control, RPC/CORBA, and X Programming.	Standard, Express
Lotus Domino R5 Programming	Our Lotus Domino R5 Programming test measures your knowledge of programming in a Lotus Domino R5 environment. Designed for experienced programmers, this test covers the following topics: Application Planning, Basic Web Design, Core Concepts, Data Access, Database, Design Elements, Expressions, Formulas, Security/Database, Security/Programmed, and Workflow Design.	Standard, Express

Lotus Notes 4.0 Administration	Our Lotus Notes 4.0 Administration test measures your knowledge of administering a Lotus Notes 4.0 installation. Designed for experienced network administrators, this test covers the following topics: Domino Server, Infrastructure Design and Planning, Installation and Setup, Name and Address Book, Notes Infrastructure, Notes Networking, Notes Security, and Notes Server Administration.	Standard, Express
Lotus Notes 4.0 Programming	Our Lotus Notes 4.0 Programming test measures your knowledge of programming using Lotus Notes 4.0. Designed for experienced programmers, this test covers the following topics: Agents, Designs, Forms, General, LotusScript, Securing Applications, Troubleshooting, Troubleshooting Views, and Web.	Standard, Express
LotusScript R5 Programming	Our LotusScript R5 Programming test measures your knowledge of programming LotusScript. Designed for experienced programmers, this test covers the following topics: Agents, Classes New to R5 or R4.6, Data Structures, Domino Object Model, Error Handling, Expressions and Operators, Interacting with the User, Procedures, Program Flow Control, Reaching Beyond Notes, User-Defined Data Types and Classes, Working with Databases, and Working with Documents.	Standard, Express
Macintosh Networking	Our Macintosh Networking Test measures your knowledge of administering a Macintosh-based local area network. Designed for experienced network administrators, this test covers the following topics: General Networking, AppleTalk, AppleShare IP/Apple Remote Access, Local Talk, TCP-IP, LAN Technologies, and WAN Technologies.	Standard, Express
Macintosh OS X 10.2 Desktop Administration	Our Macintosh OS X 10.2 Desktop Administration test measures your ability to administer a desktop computer running Macintosh's OS X 10.2 operating system. Designed for experienced system administrators, this test includes the following topics: Application Environments; File Management; File Sharing; Network; Network Troubleshooting; Peripherals, Printing, & Fonts; User Accounts & Permission; Workstation Setup, Customization, & Usage; and Workstation Troubleshooting.	Standard, Express
MPEG Concepts	Our Moving Picture Experts Group (MPEG) Concepts test measures your knowledge of creating and working with MPEG. This test covers mostly MPEG-1 thru MPEG-4 and the concepts of each standard. Designed for anyone involved with MPEG, this test covers the following topics: Codecs, Compression, Bandwidth, and Media Formats.	Standard, Express
MS Access 2000 Programming	Our MS Access 2000 Programming test measures your knowledge of database development using MS Access 2000. Designed for experienced programmers, this test covers the following topics: Client-Server Development, Data Manipulation, Design Concepts, Internet Development, Multi-User Issues, User Interface, and VBA.	Standard, Express
MS Access 97 Programming	Our MS Access 97 Programming test measures your knowledge of database development using MS Access 97. Designed for experienced programmers, this test covers the following topics: Controls, Database Design, Deployment, Forms, Macros, Multi-User Applications, Queries, Replication, Reports, Tables, and VBA.	Standard, Express
MS Exchange Server 2000 Administration	Our MS Exchange Server 2000 Administration test measures your ability to administer Microsoft's Exchange 2000 groupware software. Designed for experienced network administrators, this test includes the following topics: Configuring and Managing Resource Access, Installation and Configuration, Monitoring and Optimization, Planning, Server Administration, and Troubleshooting.	Standard, Express
MS Exchange Server 5.5 Administration	Our MS Exchange Server 5.5 Administration test measures your ability to administer Microsoft's Exchange 5.5 groupware software. Designed for experienced network administrators, this test covers the following topics: Configuring and Managing Resource Access, Installation and Configuration, Monitoring and Optimization, Planning, Server Administration, and Troubleshooting.	Standard, Express
MS Front Page 2000	Our MS Front Page 2000 test measures your knowledge of developing Web sites using Microsoft's Front Page 2000. Designed for experienced developers, this test covers the following topics: Creating and Managing Webs; Creating Tables and Forms; Creating Web Pages; FP Client Compatibility; Front Page Components; General Knowledge; Media; Publishing Web Sites; Site Analysis, Design, and Maintenance; Templates, Wizards, Tasks, and Frames; Web Servers, Server Management, and Server Extensions; and Web Technologies.	Standard, Express
MS Internet Information Server 4.0 Administration	Our MS Internet Information Server 4.0 Administration test measures your knowledge of the process to administer Microsoft's Internet Information Server. Designed for experienced Web Administrators, this test focuses on the specifics of the MS Internet Information Server rather than broader concepts covered in the Web Server Administration test. This test covers the following topics: Configuration/Management of Resource Access, Installation/Configuration of IIS 4.0, Integration/Interoperability, Monitoring/Optimization, Planning, and Troubleshooting.	Standard, Express
MS Proxy Server 2.0 Administration	Our MS Proxy Server 2.0 Administration test measures your ability to administer a server running Microsoft's Proxy Server 2.0. Designed for experienced network administrators, this test covers the following topics: Client Configurations, Network Security, and Proxy Components/Installations/Monitoring.	Standard, Express

MS Site Server 3.0 Administration	Our MS Site Server 3.0 Administration test measures your ability to manage your intranet using Microsoft Site Server 3.0. Designed for experienced Network Administrators, this test covers the following topics: Ad Server, Administration, Commerce Server, Content, Logging, SQL, and Database.	Standard, Express
MS SQL Server 2000 Administration	Our MS SQL Server 2000 Administration test measures your knowledge of administering Structured Query Language Server 2000 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Automating Tasks, Backup and Restore, Data Services, Databases, Indexes, Installation, Locking, Multiple Server Environment, Performance, Security, and Transact SQL.	Standard, Express
MS SQL Server 2000 Programming	Our MS SQL Server 2000 Programming test measures your knowledge of database development using Structured Query Language Server 2000. Designed for experienced programmers, this test covers the following topics: Architecture, Constraints, Enterprise Features, Indexes, Performance, Queries, Referential Integrity, Stored Procedures, Transact SQL, Transactions, Triggers, and Views.	Standard, Express
MS SQL Server 6.5 Administration	Our MS SQL Server 6.5 Administration test measures your knowledge of administering Structured Query Language Server 6.5 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup/Restore, BCP, Constraints, Defaults, Indexes, Locking, Monitoring, Objects, Optimizer, Performance, Rules, Security Administration, Storage Structures, Stored Procedures, System Configuration, Transact SQL, Transactions, Triggers, and Views.	Standard, Express
MS SQL Server 6.5 Programming	Our MS SQL Server 6.5 Programming test measures your knowledge of database development using Structured Query Language Server 6.5. Designed for experienced programmers, this test covers the following topics: Architecture; Constraints, Locking, and Views; Cursors and Indexes; Defaults and Rules; Storage Structures; Stored Procedures; Transact SQL; Transactions; and Triggers.	Standard, Express
MS SQL Server 7 Administration	Our MS SQL Server 7 Administration test measures your knowledge of administering Structured Query Language Server 7 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Automating Tasks, Backup and Restore, Databases, Indexes, Installation, Locking, Multiple Server Environment, Performance, Security, and Transact-SQL.	Standard, Express
MS SQL Server 7 Programming	Our MS SQL Server 7 Programming test measures your knowledge of database development using Structured Query Language Server 7. Designed for experienced programmers, this test covers the following topics: Architecture, Indexes, Performance, Queries and Views, Stored Procedures, Transact-SQL, Transactions, Triggers, and Cursors.	Standard, Express
MS Systems Mgmt. Server 2.0 Administration	Our MS Systems Mgmt. Server 2.0 Administration test measures your ability to administer a server running Microsoft's Systems Management Server 2.0. Designed for experienced network administrators, this test covers the following topics: Basics, Client Configuration, Distributing Software, Infrastructure, Installation and Configuration, Integration and Interoperability, Monitoring and Optimizing, Planning, and Troubleshooting.	Standard, Express
MS Visual InterDev 6.0	Our MS Visual InterDev 6.0 test measures your knowledge of Web page development using Visual InterDev 6.0. Designed for experienced Web developers, this test covers the following topics: ADO, ASP, COM, Database, Debugging, Deployment, Design Time Controls, Files Types, HTML, IDE, Installation, Source Control, VBScript/Jscript, Web Server, and Wizards.	Standard, Express
MS Windows 2000 Active Directory	Our MS Windows 2000 Active Directory test measures your knowledge of MS Windows 2000 Active Directory. Designed for experienced system engineers and administrators, this test includes the following topics: Concepts, Group Policy, Installation & Configuration, Management, Operations, Planning, and Troubleshooting.	Standard, Express
MS Windows 2000 Desktop Administration	Our MS Windows 2000 Desktop Administration test measures your ability to administer a desktop computer running Microsoft Windows 2000. Designed for experienced system administrators, this test covers the following topics: Administration, Control Panel, Desktop, File Systems, Networking, Security, and Troubleshooting.	Standard, Express
MS Windows 2000 Migration	Our MS Windows 2000 Migration test measures your ability to migrate a network to Microsoft Windows 2000 from previous versions of Microsoft Windows. Designed for experienced network administrators, this test covers the following topics: Concepts-95/98 to 2000, Concepts-NT to 2000, Implementing-NT to 2000, Installation-95/98 to 2000, Installation-NT to 2000, Migration-NT to 2000, Planning-95/98 to 2000, and Planning-NT to 2000.	Standard, Express
MS Windows 2000 Server Administration	Our MS Windows 2000 Server Administration test measures your knowledge to administer a server running Microsoft's Windows 2000 operating system. Designed for experienced system administrators, this test covers the following topics: Active Directory, Disks and File Systems, Installation, Maintenance, Migration, Networking, Security, Server Administration, Server Configuration, and Troubleshooting.	Standard, Express
MS Windows 95 Administration	Our MS Windows 95 Administration test measures your ability to administer a computer running Microsoft's Windows 95 operating system. Designed for experienced network administrators, this test covers the following topics: General Knowledge, Basic Configuration, Advanced Configuration Issues, Basic Network Concepts, Hardware Concepts, Hardware Devices, Installing and Using Windows, Printers, System Administration and Network Configuration, Troubleshooting, and Working with Disks.	Standard, Express

MS Windows 98 Administration	Our MS Windows 98 Administration test measures your ability to administer a computer running Microsoft's Windows 98 operating system. Designed for experienced network administrators, this test covers the following topics: Configuring Win98, General Knowledge, Networking, Printers, System Administration, Troubleshooting, Utilities, and Win98 Architecture.	Standard, Express
MS Windows Me Administration	Our MS Windows Me (Millenium Edition) Administration certification measures your ability to administer a desktop computer running Microsoft Windows Millenium. Designed for experienced network administrators, this test covers the following topics: Configuring Me, Networking, System Administration, Multimedia, Windows Me Architecture, Troubleshooting, and Registry.	Standard, Express
MS Windows NT 4.0 Administration	Our MS Windows NT 4.0 Administration test measures your ability to administer a server running in the Microsoft Windows NT 4.0 operating system. Designed for experienced system administrators, this test covers the following topics: Account Administration, Architecture, Boot Process, Directory Replication, Directory Services, Group Administration, Installation, Network Services, NT Administration Tools, Permissions, Registry, System Policies, TCP/IP, and User Profiles.	Standard, Express
MS Windows NT 4.0 Workstation Administration	Our MS Windows NT 4.0 Workstation Administration test measures your ability to administer a workstation running in the Microsoft Windows NT 4.0 operating system. Designed for experienced system administrators, this test covers the following topics: Architecture, Basic Features, Installation, Networking, System Administration, Troubleshooting, and Winnt Security.	Standard, Express
MS Windows Server 2003 Administration	Our MS Windows Server 2003 Administration test measures your knowledge of administering a server running Microsoft's Windows Server 2003 operating system. Designed for experienced network administrators, this test covers the following topics: Active Directory, Disks and File Systems, Installation, Maintenance, Migration, Networking, Security, Server Administration, and Troubleshooting.	Standard, Express
MS Windows XP Desktop Administration	Our MS Windows XP Desktop Administration test measures your ability to administer a desktop computer running Microsoft Windows XP. Designed for experienced network administrators, this test covers the following topics: Control Panel, Desktop, File Systems, Installation, Internet, Management, Networking, Security, System Maintenance and Optimization, and Troubleshooting.	Standard, Express
Multiple Virtual Storage (MVS)	Our Multiple Virtual Storage (MVS) test measures your knowledge of programming in an IBM Multiple Virtual Storage environment. Designed for experienced programmers and administrators, this test covers the following topics: System Abends, Job Control Language, Data Structures, Data Management, and TSO.	Standard, Express
MUMPS	Our Massachusetts General Hospital Utility Multiprogramming System test measures your knowledge of programming in MUMPS. Designed for experienced programmers, this test covers the following topics: Data Structures, Error Processing, M System Model, Routines, and User Interface.	Standard, Express
MySQL 3.23 Administration	This test measures your knowledge of MySQL 3.23 Administration. Designed for the experienced administrators, this test covers the following topics: Administrative Program Usage, Disaster Prevention, Installation & Configuration, Interfacing with Other Products, Security, SQL Usage - Data Manipulation, SQL Usage - Other, SQL Usage - Table & Administrative, and Table & Data Types.	Standard, Express
Natural	Our Natural 2.3.1 test measures your knowledge of programming in Natural. Designed for experienced programmers, this test covers the following topics: Break Processing, Calls, Conditional Processing, Copycode, Database Access, Define Data, Inputting Data, Mathematical Operations, Natural Fundamentals, Non-database File Access, Outputting Data, String Operations, and Subroutines.	Standard, Express
Network Monitoring	Our Network Monitoring test measures your knowledge of the core aspects of monitoring and troubleshooting networks. Designed for experienced network administrators, this test covers the following topics: Architecture and Terminology; SNMP Background, Components and Commands; RMON Background, Components and Commands; Other Monitoring and Troubleshooting Tools; System Design and Implementation; and Using SNMP and RMON Tools.	Standard, Express
Network Security	Our Network Security test measures your knowledge of the technical issues involved in maintaining network security. Designed for experienced network administrators, this test covers the following topics: General Knowledge, Communications, Firewalls and Gateways, Intruder Management, and Intrusion Detection.	Standard, Express
Network Technical Support	Our Network Technical Support test measures your knowledge of setup, configuration and maintenance of a local area network. Designed for technicians with hands on-experience, this test covers the following topics: Desktop Software (Novell, NT, and Unix), Hardware/Media, Internetworking, Protocols, Standards, and Support.	Standard, Express
Networking Concepts	Our Networking Concepts test measures your knowledge of the core aspects of local area networks, whether Windows NT or Novell. Designed for experienced network administrators, this test covers the following topics: Administration, Design, LAN Topologies, Network Cards, Network Devices, Network Management, Network OS, Network Standards, OSI Model, Protocol Stacks, Resource Sharing, TCP/IP, Transport Protocols, Troubleshooting, and WAN Topologies.	Standard, Express

Novell GroupWise 5.5 Administration	Our Novell GroupWise 5.5 Administration test measures your ability to administer Novell's GroupWise 5.5 groupware software. Designed for experienced network administrators, this test covers the following topics: Document Management, GroupWise Client, GroupWise Structure, Net Access and Connectivity, Preparation, Server Installation and Configuration, Systems Maintenance, and User Administration.	Standard, Express
Novell NetWare 4.11 Administration	Our Novell NetWare 4.11 Administration test measures your ability to administer a network running Novell's NetWare 4.11 network operating system. Designed for experienced network administrators, this test covers the following topics: Administration, Directory Services, Installation and Configuration, Login, Partitions and Replicas, Printing, Security, Server Management, Time Synchronization, and Utilities,	Standard, Express
Novell NetWare 5.0 Administration	Our Novell NetWare 5.0 Administration test measures your ability to administer a network running Novell's NetWare 5.0 network operating system. Designed for experienced network administrators, this test covers the following topics: Administration, Backup Services, Directory Services, Installation and Configuration, Login, Partitions and Replicas, Printing, Security, Server Management, Time Synchronization, Utilities, and ZEN Works.	Standard, Express
On-Line Analytical Processing (OLAP)	Our OnLine Analytical Processing (OLAP) test measures your knowledge of OLAP. Designed for experienced programmers, this test covers the following topics: Calculations, Data Modeling, Database Design, Dimensions, Hierarchies, Member, Optimization, Relational, and Basic Knowledge.	Standard, Express
OO Concepts	Our OO Concepts test measures your knowledge of the most important aspects of object-oriented programming. Designed for both programmers and administrators, this test covers the following topics: Architectures/Programming, Classes and Objects, Design, GUIs and Class Libraries, Languages, Persistence and Concurrency, and Process and Practices.	Standard, Express
OO Design Patterns	Our OO Design Patterns test measures your knowledge of working with and employing design patterns. Designed for experienced object oriented programmers, this test covers the following topics: GoF Patterns, Architectural Patterns, Language Specific Patterns, Persistence Patterns, and Distributed Patterns.	Standard, Express
OpenVMS	Our Open Virtual Memory System (VMS) test measures your ability to administer a computer running the OpenVMS operating system. Designed for experienced system administrators, this test covers the following topics: Backup, Managing Peripherals, Managing Storage Devices, Managing Storage Media, Managing User Accounts, Networking, OpenVMS Management, OpenVMS OS Customization, OpenVMS Startup/Shutdown, OpenVMS Upgrade/Installation, Queue Management, Security, and using Files/Directories.	Standard, Express
Oracle 7.0 Administration	Our Oracle 7.0 Administration test measures your knowledge of administering Oracle 7.0 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup and Recovery, DBA Basics, and Tuning.	Standard, Express
Oracle 8.0 Administration	Our Oracle 8.0 Administration test measures your knowledge of administering Oracle 8.0 databases. Designed for experienced administrators, this test covers the following topics: Architecture, Backup and Recovery, DBA Basics, Net8, RDBMS, SQL and PL/SQL, and Tuning and Troubleshooting.	Standard, Express
Oracle 8i Administration	Our Oracle 8i Administration test measures your knowledge of administering Oracle 8i databases. Designed for experienced administrators, this test covers the following topics: Administration, Architecture, Backup and Recovery, Data Integrity, Networking, New 8i Features, Security, SQL and PL/SQL, Tools/Utilities, and Tuning.	Standard, Express
Oracle 9i Administration	Our Oracle 9i Administration test measures your knowledge of administering Oracle 9i databases. Designed for experienced Oracle Database Administrators, Data Modelers and Data Architects, this test includes the following topics: Administration, Managing Objects, Networking, Tools/Utilities, High Availability, Replication, 9i Enhancements, Security, Architecture, Backup and Recovery, Tuning, and Partitioning.	Standard, Express
Oracle Designer 6i	Our Oracle Designer 6i test measures your knowledge of the Oracle Designer 2000 tools. This test is designed for Oracle programmers, application developers, and database administrators. This test covers the following topics: Case Methodology, Interface, Analysis, Design, Maintenance, and Repository Administration.	Standard, Express
Oracle Developer 2000	Our Oracle Developer 2000 test measures your knowledge of OLAP. Designed for experienced programmers and administrators, this test covers the following topics: Building Forms; Forms, PL/SQL, and SQL; Forms Execution, Forms Objects, Reports Data Model, Reports Layout Editor, and Reusable Code.	Standard, Express
Oracle Financials Rel 11	Our Oracle Financials Rel 11 test measures your knowledge of Oracle Financials Rel 11. Designed for experienced users, this test covers the following topics: Assets Fundamentals, Basic Journal Entries, Consolidation and Advanced Assets Functionality, Financial Management Setup, General Knowledge, Applied Technology, Multiple-Currencies Accounting, Oracle Applications Integration, Order Fulfillment, and Procurement.	Standard, Express

Oracle Forms 6.0	Our Oracle Forms 6.0 test measures your knowledge of database development using Oracle Forms 6.0. Designed for experienced programmers, this test covers the following topics: Blocks, Frames and Relations, Forms Environment, Forms on the Web, Forms Processing, Integrating Applications, Items, LOVs, Record Groups and Editors, Menus, PL/SQL Code, Reusable and Flexible Code, Windows, Canvases, and Layout.	Standard, Express
Oracle PL/SQL	Our Oracle PL/SQL test measures your knowledge of database development using Oracle PL/SQL. Designed for experienced programmers, this test covers the following topics: Cursors, Database Jobs and Execution Environment, Debugging, Dynamic PL/SQL, Exceptions, Functions, Fundamentals, Packages, PL/SQL Tables, Privileges and Transaction Control, Procedures and Triggers, Records, and SQL within PL/SQL.	Standard, Express
OS/2 Warp Server Administration	Our OS/2 Warp Server Administration test measures your ability to administer a server running IBM's OS/2 Warp operating system. Designed for experienced network administrators, this test covers the following topics: Architecture, Configuration-Environment, Configuration-Requesters, Configuration-Servers, Enterprise Systems, and Maintenance.	Standard, Express
OS/400	Our OS/400 test measures your knowledge of working within OS/400, the operating system of IBM's AS/400. Designed for experienced users, this test covers the following topics: Devices, Jobs, Messages, Performance/Maintenance, Printing, Data, Communications, Security, and IPL/MI.	Standard, Express
PeopleTools 7.0	Our PeopleTools 7.0 test measures your knowledge of programming the PeopleSoft Enterprise Resource Planning (ERP) system using PeopleTools 7.0. Designed for experienced programmers, this test covers the following topics: Application Designer, Application Server, Integration Tools, PeopleCode, PeopleTools Administration/Data Management, Process Scheduler, Reporting, Security, and Web Client.	Standard, Express
PeopleTools 8.4	Our PeopleTools 8.4 measures your knowledge of programming the PeopleSoft Enterprise Resource Planning (ERP) system using PeopleTools. Designed for experienced programmers, this test includes the following topics: Administration Tools, Application Designer, Application Engine, Integration Tools, PeopleCode, PeopleSoft Portal, PeopleTools Support, Reporting and Decision Support Tools, and Upgrading.	Standard
Perl	Our Perl 5 test measures your knowledge of programming in Practical Extraction Report Language. Designed for experienced programmers, this test covers the following topics: Basics, Expressions, Functions, Literals, Modules, Statements, and Subroutines.	Standard, Express
PHP 4	Our PHP 4 test measures your knowledge of scripting in PHP Hypertext Preprocessor 4. Designed for experienced programmers, this test covers the following topics: Database, Database Connections, Functions, HTML, and Language.	Standard, Express
PowerBuilder 6.0	Our PowerBuilder 6.0 test measures your knowledge of programming using PowerBuilder 6.0. Designed for experienced programmers, this test covers the following topics: Advanced PowerBuilder Development, Advanced Techniques, Distributed Computing, Final Product, PowerBuilder Development, PowerBuilder Programming, User Objects, and Using DataWindows.	Standard, Express
PowerBuilder 7.0	Our PowerBuilder 7.0 test measures your knowledge of programming using PowerBuilder 7.0. Designed for experienced programmers, this test covers the following topics: Advanced PowerBuilder Development, Advanced Techniques, DataWindows, Distributed Computing, Final Product, Internet/Distributed Development with PB, PowerBuilder Development, PowerBuilder Programming, User Objects, and Using DataWindows.	Standard, Express
PowerBuilder 8.0	Our PowerBuilder 8.0 test measures your knowledge of programming using PowerBuilder 8.0. Designed for experienced programmers, this test covers the following topics: Advanced Development, Application Deployment, Database Connections, DataWindows, Development, Environment, Features, Internet/Distributed Development, Painters, and Powerscript Syntax & Techniques.	Standard, Express
Printed Circuit Board Design	Our Printed Circuit Board Design test measures your knowledge of creating and working with printed circuit boards. This test covers the concepts behind circuit boards across all platforms. Designed for anyone involved with PCBs, this test covers the following topics: DFM Fabrication, DFM Assembly, PCB Layout, Performance Issues, Output, and Bare-Board Basics.	Standard, Express
Programming Concepts	Our Programming Concepts test measures your knowledge of the core aspects of good computer science programming that are valid across programming languages. Designed for all programmers, this test covers the following topics: Planning and Syntax, Profiling and Optimization, Code Reuse, Debugging, and Interpreters and Compilers.	Standard, Express
Python 1.5	Our Python 1.5 test measures your knowledge of programming using Python 1.5. Designed for experienced programmers, this test covers the following topics: Core Language, Conversions, Internet Modules, Process Management, Storage, and Persistence.	Standard, Express

Quark XPress 4	Our QuarkXPress 4 test measures your knowledge of Quark Xpress 4. Designed for experienced users, this test covers the following topics: Character Formatting, Color Management, Configuring and Customizing, Document Management, Graphics, Miscellaneous, Object Placement, Page Layout, Paragraph Formatting, Printing and Output, Text Editing, and Text/Picture Boxes.	Standard, Express
RDBMS Concepts	Our Relational Database Management System Concepts test measures your knowledge of the most important aspects of RDBMS. Designed for both programmers and administrators, this test covers the following topics: Data Modeling, Design, Normalization, Performance, Procedures and Transactions, and SQL.	Standard, Express
RPG IV	Our Report Program Generator IV test measures your knowledge of programming using RPG IV. Designed for experienced programmers, this test covers the following topics: Arrays/Tables, Built-in Functions, Data Types/Formats, Defining Data/Prototypes, Exception/Error Handling, Expressions, Form Specifications, Indicators, Operation Codes, Programming Cycle, Subprocedures, Subroutines, and Symbolic Names/Reserved Words.	Standard, Express
SAS 6.0 (Base)	Our SAS 6.0 (Base) test measures your knowledge of the base package of SAS 6.0. Designed for experienced programmers, this test covers the following topics: Basic Programming, Combining SAS Data Sets, Macro Facility, Preparing Data, PROCs, Producing Reports, SAS, SAS Formats, SAS Functions, SAS INFORMATS, Storing and Managing Data in SAS Files, and understanding SAS Session.	Standard, Express
SEI Capability Maturity Model Implementation	Our SEI Capability Maturity Model Implementation test measures your knowledge of the Software Engineering Institute's Capability Maturity Model and how to implement the model. Designed for software engineers, this test covers the following topics: Interpreting the CMM, Introduction to Software Process Maturity, Software Process Maturity Framework, Structure of the CMM, The KPA's for Level 2-Repeatable, The KPA's for Level 3-Defined, The KPA's for Level 4-Managed, The KPA's for Level 5-Optimizing, and using the CMM.	Standard, Express
Server Administration	Our Server Administration test measures your ability to administer a server. Designed for experienced administrators, this test covers the following topics: Storage, Backup, Scheduling, Security, Network, Users and Resources, Optimization, Hardware, Software, and General Knowledge.	Standard, Express
SilverStream 2.5 Applications Server	Our SilverStream 2.5 Applications Server test measures your ability to administer an application server using SilverStream 2.5. Designed for experienced network administrators, this test covers the following topics: Java Clients, Administration, Data Access, Programming, and Security.	Standard, Express
Smalltalk	Our Smalltalk test measures your knowledge of programming using Smalltalk. Designed for experienced programmers, this test covers the following topics: Architectures, Classes, Construction Techniques, CORBA, Languages, Metrics, Objects, OO Design, OO Modeling, OO Patterns, OO Practices, OO User Interfaces, Persistence, and Wrapping.	Standard, Express
SOAP	Our SOAP test measures your knowledge of programming and working with Web Services using SOAP. The test is based on the SOAP 1.1 W3C note. Designed for experienced users, this test includes the following topics: Attachments, Encodings, Error Handling, Messaging, SOAP Concepts, SOAP Framework, SOAP Special Features, Web Services, and XML.	Standard, Express
Software Business Analysis	Our Software Business Analysis test measures your ability in determining a company's optimal IT strategy based on the business needs and designing technical infrastructure to meet business requirements. Designed for senior-level technical professionals, this test covers the following topics: Analyzing Customer Needs; Processes, Models, and Standards; Tools and Methodologies; Documentation, Joint Application Development (JAD); Knowledge-Based Systems (KBS) and Data Warehousing; Project Management; Contracting for Software; and Risk Management and Integrated Product Teams.	Standard, Express
Software Configuration Management	Our Software Configuration Management test measures your knowledge of how to practice the principles of configuration management during large software projects and when performing enhancements and maintenance on a continuous basis. Designed for experienced configuration managers, this test covers the following topics: CM Basics, CM Data, CM Planning, Configuration Audits, Configuration Control, Configuration Identification, Configuration Status Accounting, Defect Tracking, and General Knowledge.	Standard, Express
Software Quality Assurance	Our Software Quality Assurance test measures your knowledge of maintaining software quality throughout the development lifecycle. Designed for individuals working in software quality control or software development, this test covers the following topics: Analysis Methods, Configuration Management, General Knowledge, Inspection, Measurement, SQA in CMM, SQA Lifecycle Activities, SQA Project Management, Testing, and V&V.	Standard, Express
Software Testing	Our Software Testing test measures your knowledge of testing software. Designed for experienced software testers, this test covers the following topics: General Knowledge, Testing Throughout the Life Cycle, Error Reporting Methodology, Using Automation Tools, Writing Test Plans, Configuration Management, and Performance Measurement.	Standard, Express

SONET	Our SONET test measures your knowledge of Synchronous Optical Networks. Designed for experienced telecommunications professionals this test covers the following topics: Frame Format Structure, Benefits of SONET, Overheads, Pointers, SONET Multiplexing, SONET Networking, Standards Hierarchies, Synchronization, and Tributaries.	Standard, Express
SQL (ANSI)	Our Structured Query Language (ANSI) test measures your knowledge of database queries using ANSI SQL. Designed for experienced database programmers and administrators, this test covers the following topics: Relational Database and SQL Basics, SQL Data Modification, SQL Queries, and Using SQL DML.	Standard, Express
SQL (ANSI) Fundamentals	Our Structured Query Language (SQL) (ANSI) Fundamentals test measures your knowledge of database queries using ANSI SQL. Designed for entry-level database programmers and administrators, this test covers the following topics: Grouping and Totaling, Relational Database and SQL Basics, SQL Data Definition (DDL), SQL Data Modification, SQL Queries, and Using SQL DML.	Standard, Express
Sybase 11.X Administration	Our Sybase 11.X Administration test measures your knowledge of administering Sybase 11.X. Designed for experienced administrators, this test covers the following topics: Backup and Recovery, Configuration, Database Devices, Database Objects, Installation, Performance and Tuning, Security, System Procedures, Transact SQL, and User Databases.	Standard, Express
Systems Analysis	Our Systems Analysis test measures your knowledge of translating user requirements into optimal architecture. Designed for experienced systems analysts, this test covers the following topics: Fundamental Systems Analysis Skills, Implementation and Support, Systems Analysis Tasks, Systems Design Tasks, and Technical Methods for Specifying Requirements.	Standard, Express
TCP/IP Administration	Our TCP/IP Administration test measures your ability to administer a network using the Transmission Control Protocol/Internet Protocol. Designed for experienced Network Administrators, this test covers the following topics: DHCP/BOOTP, DNS, General Knowledge, IP Addressing, IP Security, IPv6, Routing, Subnetting, TCP/IP Standards, TCP/IP Suite, Troubleshooting, and WINS.	Standard, Express
Technical Help Desk	Our Technical Help Desk test measures your knowledge of core enduser problems using common office software in the Windows NT and Novell platforms. Designed for experienced help desk professionals, this test covers the following topics: Connectivity, Desktop Installation and Troubleshooting, Groupware, Internet Access, Network Printing, Network Protocols and Clients, Peer-to-Peer Networking, Using Server Resources, and Virus/Data Protection.	Standard, Express
Technical Help Desk (Microsoft)	Our Technical Help Desk (Microsoft) test measures your knowledge of troubleshooting core end-user problems using common office software in the Windows platform. Designed for experienced help desk professionals, this test covers the following topics: Common Office Application Problems, Data Protection, Groupware Applications, Hardware Problems, Internet Access, Networking, Office Suite, Operating System Problems, and Printing.	Standard, Express
UDDI	Our UDDI test measures your knowledge of UDDI. Designed for experienced Web architects, Web engineers, and programmers, this test includes the following topics: Administration/Maintenance, Applied UDDI, Extensibility, Internationalization/Localization, Related Products, Related Standards, The UDDI Standard, UDDI Data Structures, and UDDI Programming API.	Standard, Express
Unified Modeling Language (UML)	Our Unified Modeling Language test measures your knowledge of UML. Designed for the experienced IT professional, this test covers the following topics: Class Diagrams, Use Cases, Behavioral Modeling, Architectural Modeling, and Structural Modeling.	Standard, Express
Unix Administration (AIX)	Our UNIX Administration (AIX) test measures your knowledge of administering IBM's version of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced systems administrators, this test will assess your knowledge of Troubleshooting, User Maintenance, Volume Management, Backup and Restore, Mounting and Dismounting, SMIT, Startup/Shutdown Scripts, System Initialization, Application of Filesets updates, Device Configuration, Non-root Volume Group, Software fixes, and Installation Assistant.	Standard, Express
Unix Administration (General)	Our UNIX Administration (General) test measures your knowledge of the key issues and concepts in administering an UNIX environment. This is our core UNIX Administration test and is focused on the general aspects of UNIX that span all UNIX variations. Designed for experienced system administrators, this test covers the following topics: Communications, Devices, File Systems, Files, General Principles, Managing System Resources, Processes, Security, Shell Scripts, Startup and Shutdown, TCP/IP Network, Troubleshooting, and User Accounts.	Standard, Express
Unix Administration (HP)	Our UNIX Administration (HP) test measures your knowledge of the Hewlett Packard's implementation of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced administrators, this test covers the following topics: Devices, File Systems, Managing System Resources, SAM, Security and Shell Programming.	Standard, Express

Unix Administration (Solaris 8)	Our UNIX Administration (Solaris 8) test measures your knowledge of Sun's Solaris 8 implementation of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced administrators, this test covers the following topics: Administrator Maintenance, Devices, File Systems, Network Services, Security, Setup and Configuration, Shell Programming, Troubleshooting, and Performance Tuning, and UNIX System Knowledge.	Standard, Express
Unix Administration (Solaris)	Our UNIX Administration (Solaris 7) test measures your knowledge of Sun's Solaris 7 implementation of UNIX. This test covers general UNIX questions; we recommend individuals seeking to certify their core UNIX skills complete our UNIX Administration (General) test. Designed for experienced administrators, this test covers the following topics: UNIX System Knowledge, Setup and Configuration, Mail Services, Devices, File Systems, Network Services, Shell Programming, Security, Troubleshooting and Performance Tuning.	Standard, Express
Unix Korn Shell Scripting	Our UNIX Korn Shell Scripting test measures your knowledge of Korn Shell Scripting. Designed for scripting professionals, this test covers the following topics: Korn Shell Basics, Shell Initialization, Command-Line Editing, Script Creation and Execution, Script Variables, Flow Control, Integer Variables and Arithmetic, Script I/O, Functions, Built-in Script Commands, and Script Debugging.	Standard, Express
Unix Programming (General)	Our UNIX Programming (General) test measures your knowledge of programming in a UNIX environment. Designed for experienced programmers, this test covers the following topics: I/O, Files and Directories, Interprocess Communication, Process Control, Process Relationships, Signals, and UNIX Time Values/Utilities.	Standard, Express
VBScript 5.5	Our VBScript 5.5 test measures your knowledge of programming using VBScript 5.5. Designed for experienced programmers, this test covers the following topics: Differences, Errors, Functions/Statements, Objects, Operators, Program Structure, and Script Engine.	Standard, Express
Visual Basic 5.0	Our Visual Basic 5.0 test measures your knowledge of programming using Visual Basic 5.0. Designed for experienced programmers, this test covers the following topics: Basics, Controls, Data Types, File I/O, Interfacing with Windows, and Program Development.	Standard, Express
Visual Basic 6.0	Our Visual Basic 6.0 test measures your knowledge of programming using Visual Basic 6.0. Designed for experienced programmers, this test covers the following topics: Basics, Controls, Data Access, Data Types, Interfacing with Windows, and Program Development.	Standard, Express
Visual Basic.NET	Our Visual Basic .NET test measures your knowledge of programming with VB using the .NET framework. Designed for experienced programmers, this test includes the following topics: Classes/Inheritance, Consuming Resources, Data Access, Debugging, Distributed Applications, Language Fundamentals, Web Forms, and Windows Forms.	Standard, Express
Visual C++	Our Visual C++ 6.0 test measures your knowledge of programming using Visual C++. Designed for experienced programmers, this test covers the following topics: ActiveX Controls, General C++ Language, General Visual C++, General Windows Programming, MFC, OLE/COM, and Visual C++ IDE.	Standard, Express
Visual FoxPro 6.0	Our Visual FoxPro 6.0 Programming test measures your knowledge of database development using Visual FoxPro 6.0. Designed for experienced programmers, this test covers the following topics: Classes and OOP; Commands; Data Design; Forms, Controls, and Menus; Functions; Programming and Development; and SQL.	Standard, Express
Visual J++ 6.0	Our Visual J++ 6.0 test measures your knowledge of programming in Visual J++. Designed for experienced programmers, this test covers the following topics: COM objects, Console Applications, Databases, Debugging, Distribution, Microsoft Interdev, Multimedia, and Swing.	Standard, Express
Voice over Internet Protocol (VoIP)	Our Voice over Internet Protocol test measures your knowledge of VoIP. Designed for experienced professionals, this test covers the following topics: General Overview, IP Telephony Basics, Protocols, Standards, Hardware, Quality of Service, and Application.	Standard, Express
VPN with Windows	Our VPN with Windows test measures your knowledge of implementing Virtual Private Networks with MS Windows. Designed for experienced telecommunications professionals this test covers the following topics: Fundamentals, Implementation, Maintenance, Protocols, and Security.	Standard, Express
VSAM	Our Virtual Storage Access Method (VSAM) test measures your knowledge of the different architectures and technologies used in Wide Area Networks. Designed for experienced network administrators, this test covers the following topics: Backup and Reorganization, Design, General, IDCAMS, Listcat, Performance, Security, and Structure.	Standard, Express
WAN Technologies	Our WAN Technologies test measures your knowledge of the different architectures and technologies used in Wide Area Networks. Designed for experienced network administrators, this test covers the following topics: Basic Knowledge, Choosing WAN Service, RAS, Routing, WAN Connections, WAN Methodology, WAN Support, and WAN Types.	Standard, Express
Web Design Concepts	Our Web Design Concepts test measures your knowledge of the core areas of web design. Designed for experienced web designers, this test includes the following topics: web page design, internet architecture and protocols, HTML 4.0, cascading style sheets, and browsers.	Standard

Web Design for Accessibility	Our Web Design for Accessibility test measures your knowledge of designing and maintaining a Web site that is easily accessible for those with disabilities. Designed for Web designers and administrators, this test is based on the W3C Accessibility standards and covers the following topics: Basic Principles, Assistive Technology, CSS Techniques, Emerging Technologies, General Knowledge, HTML Techniques, Programming Languages, and WAI Guidelines.	Standard, Express
Web Development Concepts	Our Web Development Concepts test measures your knowledge of the core areas common to all web development whether it be client-side or server-side. Designed for experienced web developers, this test includes the following topics: programming concepts, object oriented development concepts, internet architecture and protocols, HTML, and XML.	Standard
Web Server Administration	Our Web Server Administration test measures your knowledge of the key issues and concepts in administering a web server. This test is more general and focuses on higher-level issues than our vendor-specific web server administration tests (Apache HTTP Server 1.3.12, MS Internet Information Server). The test covers the following topics: Connectivity Issues, Data Integrity, General Knowledge, Monitoring, Planning, Protocols, Resource Access, Server Optimization, Server Security, and Troubleshooting.	Standard, Express
Web Services Application Engineering	Our Web Services Application Engineering test measures your knowledge of Web Services implementation. Designed for Web architects and software engineers as well as applications developers, this test covers the following topics: Architecture and Design, Completing Web Services, Security, SOAP, SOAP-RPC, UDDI, Web Services Overview, WSDL, and XML Implementation.	Standard, Express
Web Services Concepts	Our Web Services Concepts test measures your knowledge of Web Services. Designed for experienced Web architects and software engineers, as well as application developers, this test includes the following topics: Application Design, Application Implementation, Architecture, Major Frameworks, Protocol/API Groups, Roles, Service Description and Discovery Layers, and Transport and XML Messaging Layers.	Standard, Express
WebSphere MQ	Our WebSphere MQ test measures your knowledge of WebSphere. Designed for application engineers, architects, and programmers, this test covers the following topics: Administration; Application Programming; Commands; Intercommunication & Queue Manager Clusters; and MQSeries Concepts, Planning & Installation.	Standard, Express
Windows Application Program Interface	Our MS Windows Application Program Interface test measures your knowledge of programming using the Windows API. Designed for experienced programmers, this test covers the following topics: Graphics, System, and User Interface.	Standard, Express
WinRunner 6.0	Our WinRunner 6.0 test measures your knowledge of the Mercury Interactive WinRunner software. Designed for experienced technical managers and engineers, this test covers the following topics: Record/Run, Synchronization, Checkpoints, the GUI Map, and Modular Test Tree.	Standard, Express
Wireless Application Protocol (WAP)	Our Wireless Applications Protocol (WAP) test measures your knowledge of the WAP wireless data protocol. Designed for experienced telecom engineers, this test covers the following topics: Configuration, General Knowledge, Protocol Stack, Support, Using WMLScript, Vendor Comparison, and WAP Model.	Standard, Express
Wireless Network Technology	Our Wireless Network Technology test measures your knowledge of technology in use for wireless data transmission. Designed for network administrators, this test covers the following topics: Architecture, Cellular, Group Special Mobile (GSM), PCS Network Design, D-Amps, HDML, and Wireless Technologies.	Standard, Express
WSDL	Our WSDL test measures your knowledge of the Web Services Description Language protocol and how it is used in the Web Services or .NET environment. Designed for the experienced developer, this test includes the following topics: Bindings and Services, Generating WSDL, Ports and PortTypes, Role of WSDL, SOAP, Types and Messages, Understanding WSDL, and WSDL and UDDI.	Standard, Express
WWW Concepts	Our WWW Concepts test measures your knowledge of the technical issues underlying the World Wide Web. Designed for all Internet professionals, this test covers the following topics: Architecture and Design, Browsers, Cookies, Distributed Objects and Components, Links, Messaging Concepts, Services, Web Knowledge, Web Languages, and Web Servers.	Standard, Express
xDSL Technology	Our xDSL Technology test measures your knowledge of the collective types of Digital Subscriber Lines (DSL) technology. Designed for experienced technicians and engineers, this test covers the following topics: Hardware Setup and Configuration, Software Setup and Configuration, Basic Features, Troubleshooting, Implementation, DSL Infrastructure, and DSL Applications.	Standard, Express
XHTML 1.1	Our XHTML 1.1 test measures your knowledge of coding web pages using XHTML. Designed for the experienced coder, this test includes the following topics: Cascading Style Sheets, Forms, Miscellaneous XHTML Issues, Modularization, Multimedia and Objects, Tables, and XML Compliance.	Standard, Express
XML	Our XML 1.0 test measures your knowledge of the Extensible Markup Language. Designed for experienced coders, this test covers the following topics: Combining Technologies, DTDs and Schemas, Emerging or Future Technologies, General Knowledge and XML Contacts, Stylesheets, X-Link, XML Namespaces, XML Software, and XML Specifications.	Standard, Express

XML Concepts	Our XML Concepts test measures your knowledge of the most important aspects of XML. Designed for non-technical professionals, support personnel, and supervising managers, this test includes the following topics: Applied XML, Related Standards, Software Development, Structuring Data, the XML Standard, Web Presentation, Web Technologies, and XML Characteristics.	Standard, Express
XSL	Our XSL test measures your knowledge of the W3C Extensible Stylesheet Language and how a specification is used to separate the content when creating XML or HTML pages. Designed for experienced web and software developers, this test covers the following topics: XSL Transformation, XSL Formatting, XSL Software, and general XSL knowledge.	Standard, Express

## Languages and Communication

Interpersonal Communications	Our Interpersonal Communications test measures your knowledge of how to employ effective verbal and non-verbal communication to send your message 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.	Standard, Express
Technical Writing	Our Technical Writing test measures your 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, Professionalism, and Project Management.	Standard, Express
Written French	Our Written French test measures your knowledge of French grammar and French reading comprehension skills. Designed primarily for those for whom French is a second language, this test covers the following topics: Adjectives, Adverbs, Articles and Determiners, Compound Tenses, Conjunctions, General Questions, Indicative Moods, Negatives, Nouns, Prepositions, Pronouns, Questions, Specific Questions, and Verbs.	Standard
Written German	Our Written German test measures your knowledge of German grammar and German reading comprehension skills. Designed primarily for those for whom German is a second language, this test covers the following topics: Adjectives, Adverbs, Articles, Comparisons, Conjunctions, General Questions, Negatives, Nouns, Numericals and Questions, Participles, Prepositions, Pronouns, Specific Questions, and Verbs.	Standard
Written Italian	Our Written Italian test measures your knowledge of the Italian language in both everyday situations and business settings. Designed primarily for those for whom Italian is a second language, this test covers the following topics: Grammar, Vocabulary, Reading Comprehension, and Practical Language Skills (including Everyday Living, Tourist Interactions, and Business Skills).	Standard
Written Portuguese	Our Written Portuguese test measures your knowledge of the written Portuguese language with an emphasis on Brazilian Portuguese. Designed primarily for those for whom Portuguese is a second language, this test covers all aspects of Portuguese grammar (principally Brazilian Portuguese) and reading comprehension (covering both Brazilian and continental Portuguese). This test includes the following topics: Grammar, Reading Comprehension, Semantic Content, and Syntax.	Standard
Written Russian	Our Written Russian test measures your knowledge of Russian grammar and Russian reading comprehension skills. Designed primarily for those for whom Russian is a second language, this test covers the following topics: Adjectives, Adverbs, Comparisons, Conjunctions, General Questions, Misused Words, Negatives, Nouns, Numericals, Participles, Prepositions, Pronouns, Questions, Specific Questions, Verbal Adverbs, and Verbs.	Standard
Written Spanish	Our Written Spanish test measures your knowledge of Spanish grammar and Spanish reading comprehension skills. Designed primarily for those for whom Spanish is a second language, this test covers the following topics: Adjectives, Adverbs, Conjunctions, Nouns, Prepositions, Pronouns, Verbs, and Reading Comprehension.	Standard

## Management

Ariba Buyer 6.1	Our Ariba Buyer 6.1 test measures your knowledge of the Ariba Buyer 6.1 application. Designed for experienced computer system professionals, this test covers the following topics: Approval Rules/Order Processes, Architecture and Structure, Customizing the User Interface and Adapters, Installation and Directory Structure, Scheme and Adapter Map Files, and User Administration and Catalogs.	Standard, Express
Behavioral Interviewing (U.S.)	Our Behavioral Interviewing (U.S.) test is designed for experienced human resources professionals and hiring managers. This test measures your knowledge of basic concepts utilized in behavioral interviewing, an approach based on the assumption that past behavior predicts future behavior. The test covers the following topics: Analysis, Behavioral Interviewing Techniques, Behavioral Traits, Business Dynamics, Communication, Concern for Order and Quality, Forms, Information Seeking, Interview Process, Legal Obligations, Oral/Written Communication, and Situational Leadership.	Standard, Express

Benefits Administration (U.S.)	Our Benefits Administration (U.S.) test measures your knowledge and understanding of an organization's employee benefits programs. Designed for entry level to mid level human resources professionals, this test covers the following topics: Design Features, Government and Social Insurance, Legal Compliance, Medical and Dental Plan Administration, Welfare Plan Administration, Life Insurance, Cafeteria Plans, Retirement and Savings Plan Administration, Employee Communications, and Benefit Plan Trends.	Standard, Express
Benefits Management (U.S.)	Our Benefits Management (U.S.) test measures your knowledge of employee benefits. Designed for experienced human resource professionals and managers, this test covers the following topics: Benefits Administration, Social Insurance Programs, Insurance, COBRA, ERISA, HIPAA, FMLA, Pension Plans, and ADA.	Standard, Express
Business Concepts (U.S.)	Our Business Concepts (U.S.) test measures your 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.	Standard, Express
Business Ethics Awareness (U.S.)	Our Business Ethics Awareness (U.S.) test measures your 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.	Standard, Express
Business Fundamentals (U.S.)	A detailed description for this assessment is not currently available.	Standard, Express
Business Process Reengineering	Our Business Process Reengineering (BPR) test measures your 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.	Standard, Express
Change Management (U.S.)	Our Change Management (U.S.) certification measures your 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	Standard, Express
Coaching	Our Coaching test measures your knowledge of guiding others in either a formal or informal relationship. The "coach" helps the "coachee" to develop specific skill sets or knowledge, or to attain specific short-term goals. On the other hand, a mentor is more focused at long-term goals and overall career progression support. Designed for any professional, but particularly those in a management, supervisory, or team-leading role, this test includes the following topics: Coaching Principles, Coaching vs. Other Support Roles, Engagement Skills, Importance of Coaching, Qualities of a Good Coach, Relationship Assessments, Self-Preparation, and The Coaching Model.	Standard, Express
Compensation Management (U.S.)	Our Compensation Management (U.S.) test measures your knowledge of employee compensation processes and laws in the United States. Designed for experienced human resource professionals and managers, this test covers the following topics: Communicating Compensation Programs, Executive Compensation, Expatriate Compensation, Job Analysis and Design, Legal Compliance, Performance Appraisals, Salary Administration, Sales Compensation, Setting the Stage, Variable Compensation, and Wage Level Decisions.	Standard, Express
Database Marketing (U.S.)	The Database Marketing (U.S.) test measures your knowledge of database marketing, business problem-solving, and current industry trends. Designed for experienced marketing professionals, this test includes the following topics: Customer Management, Data Processing, Database Applications, Database Management, Database Marketing Basics, Lists, Strategy and Management, and Testing and Analysis.	Standard, Express
Diversity Awareness (U.S.)	Our Diversity Awareness (U.S.) test measures your knowledge of the issues around working in a diverse workplace. Designed for all employees, this test enables you to demonstrate that you are 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.	Standard, Express
HRIS Concepts	Our HRIS Concepts test measures your knowledge of information systems for a human resources organization or team. Designed for experienced Human Resources professionals, this test includes the following topics: Functions of an HRIS, Installation and Maintenance, Selection Steps, Affect on the Workforce, and Technology.	Standard, Express
Human Resources Concepts (U.S.)	Our Human Resources Concepts test measures your 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, Labor Relations, Managing Employees, Occupational Safety and Health, Training and Development, and Strategic HR.	Standard, Express

Internet Research and Evaluation (U.S.)	Our Internet Research and Evaluation test measures your ability to find and evaluate information on the Internet. Designed for all professionals, this test covers the following topics: Search Engines, Browsers, Business Information, Individuals, Government Data, Dictionaries, User Contributed, Search Service Bureaus, Map and Atlas, Genealogy, Libraries, Health and Medical, and Job Searching.	Standard, Express
Interviewing and Hiring Concepts (U.S.)	Our Interviewing and Hiring Concepts (U.S.) test measures your 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, Behavioral Interviewing, Job Analysis, Behavior Traits, Interview Quality Control, and Screening.	Standard, Express
Legal Issues for Employees (U.S.)	Our Legal Issues for Employees (U.S.) test measures your knowledge of legal issues faced by employees. Designed for employees, this test covers the following topics: Benefit Programs, Compensation, Consumer Protection, Employee Rights, Health, Safety and Security, Individual Employee Issues, and Management/Labor Relations. HR Personnel and Management are encouraged to complete our Legal Issues for HR and Management (U.S.) test.	Standard, Express
Legal Issues for HR and Management (U.S.)	Our Legal Issues for HR and Management (U.S.) test measures your knowledge of legal issues faced by employers. Designed for both human resource professionals and managers, this test covers the following topics: EEOC, FLSA, ADA, Safety and Compensation Benefits, and Labor Unions. Employees are encouraged to complete our Legal Issues for Employees (U.S.) test.	Standard, Express
Managing People (U.S.)	Our Managing People (U.S.) test measures your knowledge of managing and leading people in the workplace. Designed for experienced managers, this test covers the following topics: Career Self-Management, Conveying and Understanding Ideas, Decision Making, Leadership Approaches and Styles, Leading People, and Understanding the Business World.	Standard, Express
Market Research	Our Market Research Test measures your knowledge of designing and conducting market research studies. Designed for experienced market researchers, this test covers the following topics: Primary Research, Secondary Research, Study Design, Questionnaire, Interviewing and Other Tools, Sampling, and Analysis.	Standard, Express
Marketing Concepts	Our Marketing Concepts test measures your knowledge of the core areas of marketing. Designed for all professionals, this test covers the following topics: Advertising & Sales Promotion, Buying Behavior, 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.	Standard, Express
Marketing Strategy	Our Marketing Strategy test measures your 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.	Standard, Express
Negotiation Strategy	Our Negotiation Strategy test measures your knowledge of win-win negotiating. The exam and principles are based on the book "Getting to Yes: Negotiating Agreement Without Giving In" by Roger Fisher, William Ury and Bruce Patton, second edition. Designed for all types of negotiators, this test includes the following topics: Best Alternative to a Negotiated Agreement (BATNA), Communications, Dealing With People, Durable Agreements, Interests vs Positions, Inventing Options For Mutual Gain, Positional Bargaining vs. Principled Negotiation, Strategy and Tactics, and Use of Objective Criteria.	Standard, Express
Operations Concepts	Our Operations Concepts test measures your knowledge of the core areas of operations from procurement to manufacturing to distribution. Designed for all professionals, this test covers the following topics: Personnel, Production, Sales, Analysis, and Asset Flow.	Standard, Express
Presentation Skills	Our Presentation Skills test measures your 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.	Standard, Express
Project Management	Our Project Management test measures your knowledge of how to manage projects to ensure that objectives are completed on time and within budget. Designed for all professionals, this test covers the following topics: Client Relationship, Closedown, Communications, Contracts, Cost, Human Resources, Integration, Quality, Risk, Schedule, and Scope. This test reflects the Project Management Institute (PMI) 1996 Standards and Guidelines.	Standard, Express

Project Management (2000)	Our Project Management (2000) test measures your knowledge of how to manage projects to ensure that objectives are completed on time and within budget. This test is based on the Project Management Institute (PMI) version 2000 methodology. Designed for all professionals, this test covers the following topics: Cost Management, General Project Management Principles, Human Resources and Communications Management, Integration Management, Procurement Management, Project Management Processes, Quality Management, Risk Management, Scope Management, and Time Management. This test reflects the Project Management Institute (PMI) 2000 Standards and Guidelines.	Standard, Express
Purchasing Process (U.S.)	Our Purchasing Process (U.S.) test measures your knowledge of the procurement process within the United States of America. Designed for the experienced purchasing professional, this test covers the following topics: Administration, Current Issues, Purchasing, and Supply.	Standard, Express
Purchasing Supply Environment (U.S.)	Our Purchasing Supply Environment (U.S.) test measures your knowledge of supply chain management within the United States of America. Designed for the experienced procurement professional, this test covers the following topics: Functions of Purchasing and Supply Management, Sourcing, Special Purchases, Contract Administration, Institutional and Government Purchasing, Materials Management Activities, and General Management Responsibilities.	Standard, Express
Recruiting Concepts (U.S.)	Our Recruiting Concepts (U.S.) test measures your knowledge of the basic concepts involved in recruiting. Designed for recruiters, this test covers the following topics: Applicants, Interview Categories, Interview Process, Legal, Post Interview, Pre-Interview, Sourcing, and Third Party Assistance.	Standard, Express
Retail Management (U.S.)	Our Retail Management test measures your knowledge of managing in a retail environment. Designed for all retail managers, this test covers the following topics: Customer Service, Financial Management, Human Resources, Loss Prevention, Sales Generation, and Staff Management.	Standard, Express
Sales Concepts (U.S.)	Our Sales Concepts test measures your knowledge of selling skills. Designed for experienced sales professionals, this test includes the following topics: Analyzing Business Opportunities, Building the Pipeline and Forecast, Handling Objections, Prospecting, Sales Essentials, and Sales Presentation.	Standard, Express
Sales Concepts - Federal (U.S.)	Our Sales Concepts - Federal (U.S.) test measures your knowledge of selling skills in the government sector. Designed for experienced sales professionals, this test includes the following topics: Federal Opportunity Analysis, Profiling Federal Prospects, and Sales Skills.	Standard, Express
Sexual Harassment Awareness (U.S.)	Our Sexual Harassment Awareness test measures your knowledge of issues that constitute sexual harassment in the workplace. Designed for all employees, this test allows you to demonstrate your 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.	Standard, Express
Solution Selling	Our Solution Selling test covers the principles and techniques for consultative selling outlined in the book "Solution Selling: Creating Buyers in Difficult Selling Markets" by Michael Bosworth. To do well on this test, you must have a strong understanding of the principles of consultative selling, which stress solutions over products. This test includes the following topics: Closing, Controlling the Buying Process, Managing the Sales Process, Proof and Value Justification, Prospecting, and Qualify Needs and Process.	Standard, Express
Training Delivery and Evaluation	Our Training Delivery and Evaluation test measures your 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.	Standard, Express
Training Development	Our Training Development test measures your 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.	Standard, Express

## Office Skills

Business Communication	Our Business Communication test measures your knowledge of communicating in the workplace. It measures the skills necessary to communicate effectively with coworkers 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.	Standard, Express
Business Writing	Our Business Writing test measures your 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.	Standard, Express

Computer Fundamentals (Mac OS X)	Our Computer Fundamentals (Mac OS X) test measures your knowledge of using a Macintosh computer. Designed for all Macintosh computer users, this test measures your knowledge of the most commonly used aspects of the Macintosh computer from using the Mac Operating System X and peripherals (printers, scanners, disk drives) to performing common tasks in popular software programs. This test includes the following topics: Apple Menu, Applications, Classic, Dock and Desktop, Files and Folders, Finder/Windowing, Networking, Printing, System Preferences, Troubleshooting, and Users.	Standard, Express
Computer Fundamentals (Win XP)	Our Computer Fundamentals (Win XP) test measures basic knowledge of using a personal computer. The test questions assume the use of the default Category View in Windows XP. While the test focuses on the skills of using any PC, it uses the Windows XP platform as its basis. Designed for all computer users, this test includes the following topics: Basic Windows Features, Control Panel, Desktop and Taskbar, Files and Folders, Hardware, Help and Support Center, Networking, Office Applications, Performance and Maintenance, and Troubleshooting.	Standard, Express
Corel WordPerfect 9.0	Our Corel WordPerfect 9.0 test measures your knowledge of Corel WordPerfect 9.0. Designed for experienced users, this test covers the following topics: Display, Format, Keyboard, Miscellaneous, Tools, and User Interface.	Standard, Express
Customer Assistance	Our Customer Assistance test measures your knowledge of interpreting a policy guide and resolving customer issues and problems based on policy, procedures, and guidelines within a scenario or reference guide.	Standard
Customer Assistance (Scenario 1)	A detailed description for this assessment is not currently available.	Express
Customer Assistance (Scenario 2)	A detailed description for this assessment is not currently available.	Express
Customer Assistance (Scenario 3)	A detailed description for this assessment is not currently available.	Express
Data Entry 10-Key	Our Data Entry 10-Key (Ten Key) test measures your ability to enter data using the numeric ten-key pad. The test consists of groups of data, and your score is based on your average keystrokes per hour adjusted for accuracy. This test is designed for data entry 10-key operators or clerks.	Express
Data Entry Numeric	Our Data Entry Numeric test measures your ability to enter a variety of numeric data using the ten-key pad. Data includes social security numbers, credit card account numbers, phone numbers and other numbers used in data entry. The test consists of groups of data, and your score is based on your average keystrokes per hour adjusted for accuracy. This test is designed for data entry 10-key operators or clerks.	Express
Editing & Proofing (Chicago Style)	Our Editing and Proofing (Chicago Style) test measures your knowledge centered on the Chicago Manual of Style. Designed for writers and editors, this test covers the following topics: Abbreviations, Capitalization, Common Errors, Indexes, Numbers, Proofreading, Punctuation, Substantive Editing, and Visuals.	Standard, Express
Filing (U.S.)	Our Filing (U.S.) test measures your knowledge of the systematic approaches for filing. Designed for all filing professionals, this test covers the following topics: Basic Organization, Common Methodology, Filing/Retrieving Application, Follow Up Files, and Using Filing Tools.	Standard, Express
Legal Research (U.S.)	Our Legal Research (U.S.) test measures your legal research knowledge, including sources of law, citations, and computer researching. Designed for experienced legal researchers and paralegals, this test includes the following topics: Citation Practice and Format (Bluebook Standard), Legal Authority, Legal Documents, Research Process and Analysis, Research Tools and Materials, Sources of Law, Terminology and Syntax, and the Case Reporting System.	Standard, Express
Legal Secretarial Skills (U.S.)	Our Legal Secretarial Skills (U.S.) test measures your ability as a legal secretary. Designed for experienced legal secretaries, this test covers the following topics: The Legal System and Court Structure, Law Office Structure and Staffing, Ethics and Malpractice, Billing and Timekeeping, Law Office Accounting and Client Funds, File and Library Management, Client Management and Communication, Legal Writing and Terminology, Docket Control, and Law Office Information Systems.	Standard, Express
Lotus 1-2-3 9.5	Our Lotus 1-2-3 9.5 test measures your knowledge of Lotus 1-2-3 9.5. Designed for experienced users, this test covers the following topics: Cells, Data Manipulation, Files, General Knowledge, Graphics, Macros/Scripts, Menu, Printing, SmartIcons, and Worksheet Functions.	Standard, Express
Lotus Word Pro 9.5	Our Lotus Word Pro 9.5 test measures your knowledge of Lotus Word Pro 9.5. Designed for experienced users, this test covers the following topics: Complex Documents, Creating and Formatting Documents, Document Automation, Document Structure and Navigation, Editing Aids, File Maintenance, Graphics, Merging, Printing, Tables/Columns/Frames, Team Features, and User Interface.	Standard, Express
Macintosh OS8 Navigation	Our Macintosh OS 8.6 Navigation test measures your knowledge of Macintosh's OS 8.6 operating system. Designed for experienced users and administrators, this test covers the following topics: Application Programs, Control Panels, Desktop, Finder, Manipulating Text and Windows, Media, Peripherals, and Troubleshooting.	Standard, Express

MS Excel 2000 Fundamentals	Our MS Excel 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to proficiently use the most popular business applications at a user level. These tests are focused on the topics used every day by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Excel 2000 test. Our MS Excel 2000 Fundamentals test covers the following topics: Data Manipulation, Formulas, Interface, and Tools.	Standard, Express
MS Excel 2002 Fundamentals	Our MS Excel 2002 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have the skills necessary to use proficiently the most popular business applications at a user level. These tests are focused on the topics used every day by most professionals and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Excel 2002 test, part of our Office XP suite. Our MS Excel 2002 Fundamentals test covers the following topics: Data Manipulation, Formulas, Interface, and Visual Effects.	Standard, Express
MS Excel 97 Fundamentals	Our MS Excel 97 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Excel 97 test. Our MS Excel 97 Fundamentals test covers the following topics: Cells, Data/Charts, Menu, Multiple Sheets, Presentation and Appearance, Printing, Ranges, and VBA (Macros).	Standard, Express
MS PowerPoint 2000	Our MS PowerPoint 2000 test measures your knowledge of MS PowerPoint 2000. Designed for experienced users, this test covers the following topics: Charting, Distribution of Shows, Editing and Formatting, Slide Creation Graphics, Slide Show Effects, and Slide Creation Tables.	Standard, Express
MS PowerPoint 2000 Fundamentals	Our MS PowerPoint 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS PowerPoint 2000 test. Our MS PowerPoint 2000 Fundamentals test includes the following topics: Charting and Tables, Editing Text, Setup and Preparation, Slide Creation Graphics, and Slide Show Effects.	Standard, Express
MS PowerPoint 2002	Our MS PowerPoint 2002 test, part of our Office XP suite, measures your knowledge of MS PowerPoint 2002. Designed for experienced users, this test includes the following topics: Charts, Distribution of Shows, Editing Text, Printing, Setup and Preparation, Slide Creation Graphics, Slide Show Effects, and Tables.	Standard, Express
MS PowerPoint 2002 Fundamentals	Our MS PowerPoint 2002 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS PowerPoint 2002 test, part of our Office XP suite. Our MS PowerPoint 2002 Fundamentals test covers the following topics: Charts, Edit Slides, Edit Text, Presentation Delivery, Printing, Slide Graphics, Slide Setup & Preparation, Slide Show Effects, and Tables.	Standard, Express
MS PowerPoint 97	Our MS PowerPoint 97 test measures your knowledge of MS PowerPoint 97. Designed for experienced users, this test covers the following topics: Charting, Distribution of Shows, Editing Text, Setup and Preparation, Slide Creation Graphics, Slide Creation Tables, and Slide Show Effects.	Standard, Express
MS PowerPoint 97 Fundamentals	Our MS PowerPoint 97 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS PowerPoint 97 test. Our MS PowerPoint 97 Fundamentals test covers the following topics: Delivering Presentations, Integration Techniques, Integration with Other Software, Presentation Effects, Printing, Publishing Presentations, Setup and Preparation, and Slide Creation-Animated graph.	Standard, Express
MS Publisher 2000	Our MS Publisher 2000 test measures your knowledge of MS Publisher 2000. Designed for experienced users, this test covers the following topics: Basics, Forms and Tables, Mail Merge, Objects, Office Integration, Page Layout, Printing, Producing Publications, Publisher Help, Templates, Troubleshooting, and Web Publications.	Standard, Express
MS Windows 2000	Our MS Windows 2000 test measures your knowledge of Microsoft's Windows 2000 Operating System. Designed for experienced power users, this test covers the following topics: Windows 2000 Architecture, Configuring Windows 2000, Troubleshooting, Networking, Utilities, Security, Printers, and Multimedia.	Standard, Express

MS Windows 2000 Fundamentals	Our MS Windows 2000 Fundamentals test measures your knowledge of using a personal computer running the Microsoft Windows 2000 operating system. This test focuses on the features and functionality of Windows 2000. This is a part of our fundamentals line of user tests. The core test in this area is our Windows 2000 test. Designed for all computer users, this test covers the following topics: Desktop, Explorer, Networking, Registry, Basic Troubleshooting, Printing, and Multimedia.	Standard, Express
MS Windows 95 Navigation	Our MS Windows 95 test measures your knowledge of Microsoft's Windows 95 Operating System. Designed for experienced users, this test covers the following topics: Control Panel, Customizing the Desktop, General Knowledge, Managing Files and Folders, Printing, Taskbar and Start Menu, and Win95 Utilities/Troubleshooting.	Standard, Express
MS Windows 98 Navigation	Our MS Windows 98 test measures your knowledge of Microsoft's Windows 98 Operating System. Designed for experienced users, this test covers the following topics: Control Panel, Customizing the Desktop, General Knowledge, Managing Files and Folders, Printing, Taskbar and Start Menu, Win95 Utilities/Troubleshooting, and Win98 Utilities/Troubleshooting.	Standard, Express
MS Word 2000	Our MS Word 2000 test measures your knowledge of MS Word 2000. Designed for experienced users, this test covers the following topics: Advanced Features, Formatting, Revising and Printing, Shortcuts, and Word General Knowledge.	Standard, Express
MS Word 2000 Fundamentals	Our MS Word 2000 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Word 2000 test. Our MS Word 2000 Fundamentals test covers the following topics: Columns, Editing, Printing, Formatting, Forms, Graphics, Set Up, Miscellaneous, Tables, and General Knowledge.	Standard, Express
MS Word 2002	Our MS Word 2002 test, part of our Office XP suite, measures your knowledge of MS Word 2002. Designed for experienced users, this test covers the following topics: Advanced Features, Collaboration, Document Creation, Formatting, Page Layout, Revising and Printing, Shortcuts, and Word General Knowledge.	Standard, Express
MS Word 2002 Fundamentals	Our MS Word 2002 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Word 2002 test, part of our Office XP suite. Our MS Word 2002 Fundamentals test covers the following topics: Word General Knowledge, Collaboration, Document Creation, Formatting, Page Layout, Revising and Printing, Shortcuts, and Advanced Features.	Standard, Express
MS Word 97	Our MS Word 97 test measures your knowledge of MS Word 97. Designed for experienced users, this test covers the following topics: Editing, File Management, Format, Tables, Tools, and User Interface.	Standard, Express
MS Word 97 Fundamentals	Our MS Word 97 Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. The core test in this area is our MS Word 97 test. Our MS Word 97 Fundamentals test covers the following topics: Columns, Editing, File Management, Formatting, Forms, Graphics, Large Documents, Miscellaneous, Tables, and User Interface.	Standard, Express
Office Management (U.S.)	Our Office Management (U.S.) test measures your 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.	Standard, Express
Office Procedures (U.S.)	Our Office Procedures (U.S.) test measures your 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.	Standard, Express
Records Information Management	Our Records Information Management Test measures your knowledge of document storage. Designed for experienced archivists and records managers, this test covers the following topics: Managing Records, File Systems, Storage/Retrieval, Access/Security, Forms Management, and Electronic Records Management.	Standard, Express
Shorthand	Our Shorthand (Gregg) test measures your knowledge of Gregg shorthand principles and techniques. Designed for experienced shorthand writers, this test covers the following topics: Alphabetic Characters, Brief Forms/Derivatives, General Knowledge, Grammar, Phrasing, Punctuation, Spelling Families, Timed Reading, and Word Knowledge.	Standard, Express

Speedwriting	Our Speedwriting test measures your knowledge of speedwriting principles and techniques. Designed for experienced speedwriters, this test covers the following topics: Abbreviations, Basic Punctuation, Basics of Speedwriting, Brief Forms, Combining Brief Forms and Abbreviations, Phrases, Plurals, Tenses, and Compound Words, Taking Dictation, Techniques for Unique Sounds, and Transcribing Speedwriting Notes.	Standard, Express
Telephone Etiquette	Our Telephone Etiquette test measures your knowledge of how to conduct telephone conversations in a professional manner. Designed for anyone dealing with clients or customers on the phone, this test covers the following topics: Answering Phones, Communication, Customers, Handling the Call, Listening, Professionalism, Telephone Equipment, Telephone Personality, and Terminology.	Standard, Express
Typing Speed & Accuracy	Our Typing Speed & Accuracy test measures your typing ability. The test consists of timed passages with your score based on your average words per minute adjusted for accuracy.	Express
Word Processing Fundamentals	Our Word Processing Fundamentals test is part of our fundamentals line of business applications tests. These tests demonstrate that you have 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 and do not include some of the advanced topics and skills found in our core business applications tests. Our Word Processing Fundamentals test covers the following topics: Advanced Features, Basic Settings, Document Creation, Document Exchange, Formatting, Page Layout, Revision, and Shortcuts.	Standard, Express
Workplace Fundamentals (U.S.)	Our Workplace Fundamentals (U.S.) test measures your 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.	Standard, Express

## Skills Tests Under Development

The following Knowledge, Skills, and Abilities assessments are currently under development:

ADA 95  
Audio Customer Service Scenarios  
Audio Data Entry  
AutoCAD 2004  
AutoCAD 2005  
BEA WebLogic Application Server 8.1  
Cisco Router Fundamentals  
Cognos  
Crystal Reports 9  
ICD-9 and CPT Coding  
Informatica PowerMart/Power Center 6.2.1  
MS Access 2003 and Fundamentals  
MS Commerce Server 2002  
MS Excel 2003 and Fundamentals  
MS Internet Explorer 6.0 Administration  
MS Internet Information Server 5.0 Administration  
MS ISA Server 2000 Administration  
MS PowerPoint 2003 and Fundamentals  
MS Project 2002  
MS SQL Server 2003 Administration  
MS SQL Server 2003 Programming  
MS Windows 2003 Active Directory  
MS Windows 2003 Desktop Administration  
MS Windows 2003 Fundamentals  
MS Word 2003 and Fundamentals  
Oracle 10g Administration  
Powerbuilder 9 (or 10)  
SAS 8.2 (Base)  
Siebel 2000 Administration  
Struts  
Sybase 12.5 Administration

## Other Personality Assessments

Brainbench also offers several personality assessments that are intended to help individual employees evaluate their interests, as well as their own perceived strengths and weaknesses.

### Career Interest Inventory

The Career Interest Inventory assessment has 71 questions. It provides direct feedback to the individual as to how his or her strengths align with one or more jobs. These interests are compared directly to the U.S. Department of Labor's O\*NET database to determine the degree of fit. Results can vary, but usually show the jobs most likely to be a good fit, as well as jobs that are most likely to be a poor fit for the individual. See the example below:

#### Part 7: Jobs That Appear To Fit Best

*The following lists jobs within the U.S. Department of Labor O\*NET that appear to fit best with your interests and motivations. Please note that these are certainly not the only jobs that fit best. They are simply the highest match with your scores.*

O*Net ID	Name	Match	Description
29-1063.00	Internists, General	72%	Diagnose and provide non-surgical treatment of diseases and injuries of internal organ systems. Provide care mainly for adults who have a wide range of problems associated with the internal organs.
29-1064.00	Obstetricians and Gynecologists	72%	Diagnose, treat, and help prevent diseases of women, especially those affecting the reproductive system and the process of childbirth.
29-1065.00	Pediatricians, General	72%	Diagnose, treat, and help prevent children's diseases and injuries.
29-1067.00	Surgeons	72%	Treat diseases, injuries, and deformities by invasive methods, such as manual manipulation or by using instruments and appliances.
29-1111.00	Registered Nurses	72%	Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required. Include advance practice nurses such as: nurse practitioners, clinical nurse specialists, certified nurse midwives, and certified registered nurse anesthetists. Advanced practice nursing is practiced by RNs who have specialized formal, post-basic education and who function in highly autonomous and

### Available Career Interest Inventory Assessments

- Career Interest Inventory
- Career Interest Inventory (French)
- Career Interest Inventory (Portuguese)
- Career Interest Inventory (Spanish)
- Career Interest Inventory (Swedish)
- Career Interest Inventory For Computer Programmers
- Career Interest Inventory For Computer Security Specialists
- Career Interest Inventory For Computer Systems Analysts
- Career Interest Inventory For Database Administrators
- Career Interest Inventory For Government Service Executives
- Career Interest Inventory For Human Resource Managers
- Career Interest Inventory For IT Managers
- Career Interest Inventory For Management Analysts
- Career Interest Inventory For Network/Communications Analysts
- Career Interest Inventory For Private Sector Executives
- Career Interest Inventory For Recruiters
- Career Interest Inventory For Sales Managers

## The Science Behind the Assessments

***You heard it here first: All assessments are not created equal!***

Companies using assessments for either hiring or employee development need to be assured that they were constructed properly and that they consistently measure what they are supposed to measure.

Though they seem straightforward as final products, even the simplest assessments are complex instruments that are based on decades of research in the field on Industrial/Organizational Psychology. Brainbench's I/O Psychologists are dedicated to ensuring that each assessment meets professional standards of performance.

### Our Process

To ensure that every test meets acceptable standards, we have documented our procedures carefully and are audited at least annually by a third party in accordance with ISO-9001:2000 standards. Brainbench's test development processes have been ISO-9001:2000 certified for the last four years.

The ultimate measure of any test is whether it consistently measures what it is supposed to measure. This requires a careful process of test development, to ensure that the criteria regarding what the assessment measures is specific enough, and the strategy for measuring it is sound. Once a prototype is constructed, key performance statistics at the question and assessment level can be gathered. Typically, test reliability is measured by several means to ensure that the scores will be consistent. Then, depending on the type of test, validity evidence is collected.

### Test Delivery and Administration

Brainbench assessments are all delivered via a state-of-the-art online technology. Completely redesigned and implemented in 2004, this technology allows us to implement the latest test types, including CAT and online simulations, to administer combinations of different tests all in one test event, and to provide reporting tuned to your needs.

Brainbench skill tests use Computer Adaptive Testing (CAT). This innovative technology applies the latest in testing theory to give you the most meaningful and accurate readings of a person's knowledge level possible. For additional information on our CAT engine, you can download our CAT Technical Manual.

### Test Development Process

Brainbench assessments are all developed by qualified professionals in accordance with recognized guidelines published by the American Psychological Association (APA), the Society for Industrial Organizational Psychologists (SIOP), and the US Department of Labor. Further, we ensure our compliance with these standards by obtaining ISO-9001:2000 certification, an internationally recognized standard of quality, which include regular external audits of our processes and procedures.

Each test is developed by qualified subject-matter experts according to a carefully defined process. We have extensive documentation available on our processes. If you would like to examine any of these processes, please contact us.

### Ongoing Research and Continuous Optimization

Our in-house psychologists oversee the development, use, and maintenance of all of our products and are responsible for ensuring adherence with professional standards. As more data becomes available on each instrument, we apply this information quickly to refine the instrument. This continuous optimization process ensures that you are always using the best instruments science has to offer in making your most important decisions.

We continuously monitor several key dimensions of each assessment, including the following:

**Validity:** Test validity refers to how effectively an assessment measures what it is supposed to measure. Does a computer programming language test really measure the important aspects of the language? Does a personality test really measure the factors it is supposed to measure. Brainbench continually collects evidence of validity in accordance with APA Standards

**Reliability:** Test reliability is a sub-component of validity which refers to consistency of scores. Brainbench uses inter-item consistency to ensure

that all components of a single assessment support the overall measurement and meet professional standards.

**Disparate Impact:** It's important to ensure that an assessment does not unfairly discriminate against protected groups. While this is always a function of both the instrument and the candidate pool for a specific job, Brainbench constantly collects and analyzes data that we use to assist our clients in interpreting results.

**Face Validity:** This refers to the questions themselves and the impression these questions make on the test taker. While not a direct measure of scientific quality, Brainbench has found that the test taker's opinion of the test and its relevance to the purpose it is used for are very important.

**Individual Question Performance:** For more than 75% of our tests, we use a computer adaptive testing (CAT) algorithm. This testing approach ensures the highest possible validity and reliability and is based on the individual performance of each question, which we monitor regularly. For additional information on our CAT engine, you can download our CAT Technical Manual.

### **Technical Manuals**

Technical manuals for our assessments are available upon request. These manuals clearly describe how each test was constructed and reflect the results of research regarding the use of each test. Each manual is written in clear, concise language. For many assessments, we also have results interpretation guides available.

## Frequently Asked Questions (FAQ)

We hope the following questions and answers address any concerns you may have about using assessments in your business. Please note that more detailed information can be found on our website at <http://www.brainbench.com>. Additionally, if you have any questions, please don't hesitate to contact your account representative at 703-674-3500 and [bill.lake@brainbench.com](mailto:bill.lake@brainbench.com).

### Using Assessments for Hiring

#### **What are the key benefits of using assessments for hiring?**

There are really three main benefits:

1. Increased performance of new hires
2. Reduced turnover
3. Increased efficiency of the hiring process

Every organization depends on the performance of all of its employees. By selecting new hires that are more likely to perform, the performance of the organization increases over time. Additionally, people who perform well are likely to enjoy their work and remain on the job longer, which reduces turnover. Finally, when dealing with large volumes of candidates, using assessments for pre-screening can eliminate candidates that do not fit without taking up valuable time. For HR departments with limited staffs and budgets, this can help you do more with less without sacrificing quality.

#### **Does using assessments increase my risk of legal action against my company?**

Used properly, assessments actually reduce the risk of successful legal action. First, assessments are objective and not subject to human prejudice and bias. Where is an employee likely to get a basis for complaint: from a poorly conducted interview or from a clearly job-related assessment? Which scores will appear more objective, assessment results or interview notes? Additionally, responsible 3rd party assessment vendors have documented the processes used to build and validate the assessment, and usually have information available regarding adverse impact and the best way to use the assessment.

#### **How can I estimate the value of adding an assessment to my selection process?**

Since there are multiple benefits, this is not always easy. However, we find that one benefit often stands out in every situation and this one benefit is usually more than enough to justify the program. For example, if you're hiring salespeople, you can multiply the expected increase in average sales production per salesperson by the number of salespeople you are hiring. If it's turnover that you're trying to reduce, you can multiply the expected reduction in turnover by the cost to your organization of a voluntary turnover. If you're hiring IT staff for an important project, you can estimate the reduction in training time you'll get by hiring candidates who can hit the ground running.

Brainbench client services staff can help you in evaluating your situation and developing a value estimate.

#### **Assessments are never 100% accurate, so why should I use them?**

Every employee selection process you use, assessments included, has some amount of error associated with it. The field of Industrial/Organizational Psychology is dedicated to understanding and minimizing these errors. For example, unstructured job interviews have been shown to have a fairly high error rate, in which poor performers are hired and potentially high performers are not hired.

The idea behind using assessments in your hiring process is to reduce the overall error rate and reduce the number of poorly performing new hires or new hires that leave as soon as training is completed on an overall basis. A common analogy is the weather. Everyone knows that the weather report on any given day is not completely accurate, but farmers pay a great deal of attention to the weather, because it reduces costly mistakes on an overall basis.

### Understanding the Job

#### **Why is understanding the job so important?**

There are two big reasons:

- 1) To ensure you are hiring the right people.
- 2) To ensure you are protected in the event of a legal challenge.

Pre-hire assessments are supposed to predict performance on the job. Unless you can clearly state what performance you are looking for in a job, you can't define what you are trying to predict. If you can't define what you are trying to predict, you can't select the right assessment to use. You also can't evaluate whether the assessments you are using are making a difference.

Additionally, the legal basis for using any selection procedure, whether it's an assessment or an application form, or an interview question, is that it is related to job performance. When legal challenges arise, the best defense is clear proof that the procedure is connected to job performance.

### ***What is a Job Analysis?***

Job Analysis refers to the procedures you use to gain an understanding of the job you are hiring for. You use the results of a job analysis to formulate your selection process for a job, and to select the assessments you will use.

### ***What's the best way to do a Job Analysis?***

There are many ways to conduct a Job Analysis. No matter what method you use, the key question that must be answered is:

What key attributes are required for high performance and are difficult to teach once the person is on the job?

For some jobs, the critical attributes are obvious. For example, a medical doctor must have a degree and license to practice medicine. A lawyer must be licensed to practice law. A data entry clerk should be able to type at a certain number of words per minute. For other jobs, however, the key elements are less obvious. For example, what are the most important attributes to look for when hiring a security guard or a sales person?

The techniques for Job Analysis range from an informal appraisal of a job description to a lengthy analysis involving focus groups, surveys, and analysis of performance data.

### ***Who can perform a Job Analysis?***

Anyone can perform a Job Analysis. Human resources professionals, consultants, and industrial/organizational psychologists all perform Job Analyses. A common approach is for a consultant or otherwise experienced professional to help you organize your approach and review the results.

### ***How long does it take to perform a Job Analysis?***

As you might expect, the amount of time to perform a job analysis depends on the approach you take. Typically, the time ranges from 1 day to 12 weeks.

### ***Can Brainbench help me perform a Job Analysis?***

Absolutely, our consultants can help you, from formulating the right approach to conducting surveys, to assimilating data and reviewing results.

## **Choosing the Best Assessment**

### ***How do I identify the specific assessments that fit a specific job?***

Once you have a clear understanding of the job, you should select the elements of the job that are most related to performance and are difficult to teach a person once they are on the job. When you have this list, you'll be amazed at how many different assessments are available. With Brainbench, you should start with our Hiring Products Overview, then review the Assessment Catalog. Alternatively, you can take a shortcut with our Pre-hire Assessment Finder.

### ***What's the easiest way to get started?***

Our OneTest assessment is the easiest way to get started. There is a specific OneTest available for over 150 different jobs. The OneTest combines all key assessment dimensions: previous work behavior, key personality factors, and skills specific to the job into one easy to administer assessment. Results are tabulated in an easy to understand format. Learn more about the OneTest.

### ***What should I look for in an assessment?***

Use the following criteria to evaluate any assessment:

1. Does the assessment measure an attribute that is clearly related to performance on the specific job and is difficult to train once the person is on the job?
2. Are the results of the assessment easy for hiring managers to understand and interpret?
3. Is the assessment easy to administer and not overly burdensome on the candidate or the administrator?

4. Has the assessment been constructed by a responsible party in accordance with professional standards, to include collection of reliability data, validity evidence, and disparate impact data?
5. Is a technical manual detailing the construction and validation approach, as well as recommended use procedures available?

## Designing an Assessment Strategy

### ***What are the basic guidelines for using assessments when hiring?***

Objective assessments can be powerful tools when applied to the hiring process. The following is a list of do's and don'ts that may be helpful:

#### DO

- Ensure you have a clear understanding of the job before selecting an assessment.
- Understand the key benefit you are looking for by inserting an assessment into your selection process. Typically, benefits include higher performance, reduced turnover, or increased hiring process efficiency.
- Use only assessments that measure attributes related to job performance, no matter what benefit you are looking for.
- Review the technical manual for the assessment to ensure that it measures the attributes you want to measure, you are administering it correctly, and you are interpreting the results correctly.
- Train your staff on the proper way to use the assessments and their results.
- Monitor your processes for disparate impact on legally protected groups.
- Use assessments consistently for each job, ensuring all applicants use the same process.
- Monitor the results of your program using pre-established performance metrics, such as turnover rate or sales per day.

#### DON'T

- Use the same assessments for every job, without doing a Job Analysis for each job type.
- Use assessments that are known to have some degree of disparate impact without doing a proper Job Analysis.
- Establish mandatory cutoff scores without careful analysis.
- Apply assessments inconsistently for a job.
- Create your own assessments for hiring without following the established professional standards.

### ***Where in the process should I use assessments?***

That depends on the purpose of the assessment. Typically, an assessment is used for either pre-screening or selection. Pre-screening assessments are of shorter duration and are used earlier in the process. These tools are designed to eliminate the "clearly unsuitable" candidates early, before you spend a lot of time with them. Selection assessments are used later and are often used to provide input to the interview process. These are typically provided just prior to the interview. Still other assessments are issued in parallel with interviews and are used as additional input to the final selection committee or hiring manager.

### ***Can assessments integrate with my Applicant Tracking System (ATS)?***

Absolutely. Most assessment vendors, including Brainbench, can and do integrate with ATS's, and most ATS's have established standard interfaces, or APIs to enable this process.

### ***Should I show the applicant their results?***

This is your choice. Generally, however, results are not shown to the candidate unless the candidate can benefit from them. For example, it may be appropriate to share unsatisfactory skills test results with a candidate to enable them learn the necessary skill and improve their ability to score well in the future. Personality assessment and employment behavior survey result, on the other hand, may only make the candidate angry because they do not understand the relevance to the job, or they do not agree with the result.

### ***How much can I expect to reduce turnover?***

Of course, this depends on your specific situation. However, properly implemented assessment programs have achieved reductions in voluntary turnover by more than 25 percent.

## Legal Compliance

### ***What are the Uniform Guidelines?***

The Equal Employment Opportunity Commission's Uniform Guidelines for Employee Selection Procedures, 29 C.F.R. Part 1607[1] provide a framework to help insure that a test used as part of the hiring, evaluation or promotion process will be employed in a non-discriminatory manner.

It is important to note that the Uniform Guidelines address all parts of a selection procedure, including resume reviews, interviews, and assessments. The goal of the guidelines is to prevent unnecessary discrimination against protected groups.

***Do assessments increase my legal risk?***

When assessments are applied properly, they actually reduce your legal risk, since they add objectivity to the selection process. However, careless use of assessments are just as risky as untrained interviewers. The key is to implement any selection process, assessments included, in a thoughtful manner and to ensure that all aspects of the hiring process are related to job performance.

***What is adverse impact?***

Adverse or disparate impact occurs when a selection process results in a substantial difference in the selection rates for different racial, gender, or age groups. When adverse impact is present, the Uniform Guidelines require employers to validate the use of each component of their selection process, including interviews, assessments, and all other methods, and verify that each component is job-related and cannot reasonably be replaced by another procedure that contains less adverse impact.

***I don't know if I have adverse impact. What should I do?***

In general, employers are required to monitor their selection procedures to determine if there is adverse impact and validate or revise their procedures if adverse impact is present.

***How do I validate that an assessment is job-related?***

This involves conducting a job analysis, which is an exercise in which you collect data regarding the critical activities involved with a specific job. Often, outside experts are used to help define and facilitate the job analysis process, which is different for different jobs and different situations. Brainbench has helped numerous organizations perform job analysis to formulate an assessment strategy for a specific job.

***If an assessment has adverse impact, must I stop using it?***

Not necessarily. However, you should validate that the assessment is job-related, using a job analysis, evaluate alternate methods of measuring the same thing that have less adverse impact, and ensure that the assessment is applied in a way that minimizes the amount of adverse impact. This might involve reducing or eliminating a cut score, for example.

***How can I be sure I am not violating the Uniform Guidelines?***

The best way to ensure that you are not violating the Uniform Guidelines is to conduct a proper job analysis and use it to choose each component your selection process. Then to monitor the process for adverse impact and make adjustments as required.

***What steps always reduce any legal risk?***

1. Never use strict cutoff scores unless they have been carefully validated via job analysis.
2. Perform a job analysis to ensure you clearly understand the attributes of a job that most influence performance and are difficult to train once the person is on the job.

## **The Brainbench Assessment System**

***How does it all work?***

The basic process for using Brainbench for pre-hire testing is:

1. Log on to your Corporate Account.
2. Purchase assessment credits
3. Select the assessment(s) you want to administer and authorize an assessment event by creating a PIN code.
4. Give the PIN to the individual along with instructions for taking the assessment.
5. Review the results in your email box and/or online once the assessment is completed.

Inside your corporate account, there are numerous features for creating test batteries, and searching test results. There are also numerous, more sophisticated features for automatic test authorization and results reporting to ATS's. Please contact us to learn more.

***How do I purchase an assessment?***

Brainbench assessments work using a credit system. You can purchase assessment credits online with a credit card from within your Corporate

Account. Alternatively, you can purchase credits from our sales representatives or from one of our numerous distributors.

***What is a Corporate Account?***

A Corporate Account is a username/password protected area where you, as an administrator, can authorize assessments and review results. You can also search our Candidate Database, at no cost from within your Corporate Account. If you don't already have an account, you can Create your own Corporate Account (FREE).

***How can I tell how many credits I have remaining?***

This information is readily available online within your Corporate Account. You can also add credits from within your corporate account.

***Where/when do I see the results?***

Assessment results are emailed to the location you determine when you authorize the assessment. Additionally, they are always available online via your Corporate Account.

***Who else can see the assessment results?***

Assessment results are available to users who have been allowed access to your Corporate Account. Only users that you authorize will have this access. Every user has their own username and password, and there are different levels of access you can set. For example, you may want some users to be allowed to view test results, but not authorize new test events.

***What is the availability and reliability of your online testing system?***

Brainbench's online assessment system is generally available 24 hours a day, 7 days a week. Occasionally, we have scheduled maintenance that requires us to prevent access for short periods of time. All corporate account holders are notified a week in advance of these periods and maintenance is done during non-peak testing hours. Our uptime record for the past five years is above 99.5%.

***What is the Candidate Database?***

In addition to organizations, individuals use Brainbench to quantify and qualify their skills. These individuals take certification exams that they choose to make available to employers searching for candidates. Our Candidate Database is free and gives you the ability to search this database for your own sourcing purposes. With over 1 million candidates and their test results, many corporations find it to be a rich source of qualified passive as well as active candidates.

***Do my candidates go into the Candidate Database for others to see?***

Never. Candidates assessed via Corporate Accounts are NEVER visible to users outside of that corporate account.

***How can I combine more than one assessment into a 'Test Battery'?***

You can group any number of assessments into a Test Battery inside your Corporate Account. Then you can authorize test events against this Test Battery as many times as you like.

***How does Brainbench build and validate its assessments?***

We carefully follow all professional guidelines for test development and validation. Since different types of tests are developed and validated differently, this is a complex topic. Please refer to The Science Behind the Tests section for additional information.

***Are completed assessments ever deleted from my corporate account?***

No. Completed assessment results remain available to you in your Corporate Account forever.

***How long will unused credits remain available?***

In general, unused credits are valid for one year from the date they were purchased.

## OneTest Assessments

***What is a OneTest assessment?***

The OneTest combines employment history (biodata), key knowledge, skills and abilities, and key personality factors all into one easy-to-use assessment tuned to a specific job. There are OneTests available for over 150 common job types, based on the U.S. Department of Labor, O\*NET.

These assessments take advantage of Brainbench's broad selection of assessments. They do the hard work for you by collecting the groups of assessments that best address common jobs into one, easy-to-use assessment.

The OneTest results format is structured using a red-yellow-green format that helps you evaluate each dimension and helps you avoid legal trouble by avoiding numerical scores. Instead, it recommends interview questions designed to help your hiring managers become more effective.

***When are these assessments appropriate to use?***

The OneTest is appropriate for virtually any hiring situation. It is easy to administer, easy to interpret, targeted to the job, and covers all key dimensions.

Both experienced hiring managers and managers new to assessment will find the OneTest the best way to get the information you need to conduct an effective interview and make an informed hiring decision.

***What positions are covered?***

There are over 150 different OneTests available, and the list is growing. Check the OneTest section of this catalog for the most up-to-date list.

## Employment History Surveys (Biodata) Assessments

***What is an Employment History Survey (Biodata) assessment?***

These tests use the old adage "Past behavior is the best predictor of future behavior" to determine if an employee is likely to have behavioral problems. Do they change jobs too often? Are they late for work often? Did they complete their education? These are the types of questions asked. Scores are derived from analysis of groups of answers against previous data to determine an overall "risk" level for the employee based on their past behavior.

***When are these assessments appropriate to use?***

Employment History Surveys or Biodata instruments are typically used for pre-screening for volume hiring situations. They are also used as part of a selection assessment battery designed to evaluate multiple dimensions of a candidate.

***How long do these assessments take?***

Typically, an Employment History Assessment is less than 20 questions and takes about 5 minutes to complete. The assessment is delivered online.

***What do the results look like and how do I interpret them?***

Candidates are placed into one of three categories, based on their responses. This final category is reported online and via email reporting. Additionally, a full report in .PDF form is available online. This report includes descriptive information as well as suggested interview questions designed to uncover issues and potential behavior problems before making a hiring decision.

***What versions are available?***

The standard Brainbench Employment History Survey instruments come in an hourly and a professional version. Additionally, they are available in English and Spanish.

***How much customization is possible?***

It is straightforward to customize the algorithms for analyzing groups of answers following a job analysis for a specific job. This procedure can have a significant impact on the accuracy and value of the assessment. Contact us to learn more.

***Are these assessments included in the OneTest?***

Yes, every standard OneTest includes an Employment History Survey component. The OneTest is the easiest and most innovative way to get the information you need for a specific candidate without violating any legal boundaries. To learn more about the OneTest, see the OneTest section of the catalog.

***How do I access these assessments?***

All of the standard Employment History Surveys are available inside your Corporate Account.

## Personality Assessments

**What are Personality Assessments?**

Personality Assessments measure different aspects of a candidate's personality as they relate to job performance. In general, these assessments ask the candidate to describe themselves through a series of questions. The results then correlate with specific attitudes, interests, and motivations and are compared against known ranges for the job being addressed.

**What types does Brainbench offer for hiring?**

Brainbench offers both pre-hire and employee development personality assessments. This section addresses our pre-hire personality assessments. Unlike most of the assessments available today, these assessments focus specifically on pre-hire selection, only addressing attributes known to impact job performance.

The following three types of Pre-hire Personality Assessments are available:

1. Pre-Hire Personality SCREEN Assessments - These are short 55 question tests that are specially built to measure ONLY the personality aspects that are most important when you are making a hiring decision. Fast and easy, they are well-suited for the screening function. There 10 scales provided, which are grouped into two main categories:

- Job Fit
- Attitude Towards Work

2. Pre-Hire Productivity Index - These are 74 question assessments that focus on reliability and integrity factors. Designed to help you screen candidates who are likely to exhibit counter-productive behaviors.

**When are these assessments appropriate to use?**

Pre-hire Personality SCREEN assessments are most appropriate for pre-screening, while the other assessments are appropriate for pre-interview selection purposes.

**How long do these assessments take?**

The SCREEN assessments typically take 10 minutes, while the selection assessments take 15-20 minutes to complete.

**What do the results look like and how do I interpret them?**

Summary numerical results are available inside a corporate account and in your results emails. These results include overall job fit, and a score for each scale (1-100). More detailed results are provided via a downloadable PDF. These include graphical representations of each scale, as well as overall job match, and suggested interview questions.

**What versions are available?**

We offer versions tuned to several common job types, such as ?Outbound Call Center? and Information Technology Professional. Additionally, these assessments are available in both English and Spanish.

**How much customization is possible for a specific job?**

It is straightforward to customize the scoring template for our pre-hire personality assessments to address the requirements of a specific job, based on a proper job analysis. This procedure can have a significant impact on the accuracy and value of the assessment. Contact us to learn more.

**Are these assessments included in the OneTest?**

Yes, every standard OneTest includes an two personality components: Attitude Towards Work and Job Fit. Attitude Towards Work measures the candidate's general attitude towards employers and working with others inside an organization. Job Fit evaluates the candidate's preferences and interests against the needs of the job. For example, does the candidate like to work as a member of a team, and is that an important part of the job. The OneTest is the easiest and most innovative way to get the information you need for a specific candidate without violating any legal boundaries. To learn more about the OneTest, see the OneTest section of the catalog.

**How do I access these assessments?**

All of the standard Pre-hire Personality Assessments are available inside your Corporate Account.

**Knowledge, Skills, Ability Assessments**

**What is a Knowledge, Skills, and Ability (KSA) Assessment?**

These include many different types of assessment formats designed to measure a specific knowledge area, skill, or ability (KSA). Typically, a job requires more than one KSA. Measuring KSAs during selection helps you evaluate the amount of training that a candidate will require before becoming productive on the job, as well as how fast the candidate will be able to learn advanced topics. This can be especially important in jobs where there is little or no training time available.

**What types does Brainbench offer?**

Brainbench offers nearly 500 different KSA assessments. These can be divided into the following categories:

- Computer Software
- Essential Skills
- Health Care
- Financial
- Industry Knowledge
- Information Technology
- Languages and Communication
- Management
- Office Skills

Many of our tests are innovative, such as our audio Listening Skills tests, and our automatically scored essay tests. [Click here for a complete listing of Brainbench Knowledge, Skill, and Ability Assessments.](#)

Nearly all Brainbench KSA assessments use our unique and industry-leading computer-adaptive testing (CAT) algorithm.

**When are these assessments appropriate to use?**

KSA assessments are appropriate when the knowledge, skill, or ability they measure can clearly be shown to be job-related and is not easily trainable once the person is on the job.

**How long do these assessments take?**

Each test comes in two versions, Standard and Express. Standard length assessments are 40 questions long, while Express length assessments are 16 questions long. The Standard version usually takes 45 minutes to administer. The Express version usually takes 15 minutes to administer.

**What do the results look like and how do I interpret them?**

An overall score on a score of 1-5 is provided, so is a percentile score on a scale of 1-100. Finally, individual strengths and weaknesses are listed. Additionally, there are extensive detail reports available to look at specific questions, or create a histogram of results.

**What versions are available?**

Each test comes in two versions, Standard and Express. Standard length assessments are 40 questions long, while Express length assessments are 16 questions long.

**How much customization is possible?**

Occasionally, a library KSA test covers things you don't want covered and may miss aspects of a skill that are critical to a specific job. Brainbench has customized over 500 tests for our clients over the past few years. Please contact us if you need a customized test to meet your needs.

**Are these assessments included in the OneTest?**

Yes, every standard OneTest includes up to six different KSA components, depending on the specific job. To learn more about the OneTest, see the OneTest section of this catalog.

**How do I access these assessments?**

All of the standard Knowledge, Skill, and Ability Assessments are available inside your Corporate Account.

**Software Simulation Assessments****What is a Software Simulation Assessment?**

A Software Simulation Assessment measures the candidate's ability to use a specific software package by having them perform specific tasks as if

they were in the software package itself. Most software packages offer more than one way to accomplishing a specific task. Software simulations allow the candidate to accomplish the task they way they are most comfortable. This way, they can better demonstrate their ability.

***What types does Brainbench offer?***

We offer about 25 different simulation assessments and are actively adding new titles. Most major software packages are covered. See the Software Simulation section of the catalog for a complete list.

***When are these assessments appropriate to use?***

Like knowledge, skill, and ability assessments, these software simulations are most appropriate when they represent a key skill used on the job and there is not adequate time to train the skill once the candidate begins work.

***How long do these assessments take?***

Also like our knowledge, skill, and ability assessments, each test comes in two versions, Standard and Express. Standard length assessments are 40 questions long, while Express length assessments are 16 questions long. The Standard version usually takes 45 minutes to administer. The Express version usually takes 15 minutes to administer.

***What do the results look like and how do I interpret them?***

Results for the Software Simulation assessments are similar to those for our knowledge skill and ability assessments. An overall score on a score of 1-5 is provided, so is a percentile score on a scale of 1-100. Finally, individual strengths and weaknesses are listed.

***What versions are available?***

Each test comes in two versions, Standard and Express. Standard length assessments are 40 questions long, while Express length assessments are 16 questions long.

***How much customization is possible?***

Like our knowledge, skill, and ability assessments, significant customization is possible even with our Software Simulations. Please don't hesitate to contact us if we can customize a test to meet your specific needs.

***Are these assessments included in the OneTest?***

At this time, the software simulations are not part of the OneTest. However, it is easy to combine a OneTest and one or more software simulations in a test battery within your corporate account. To learn more about the OneTest, see the OneTest section of the catalog.

***How do I access these assessments?***

All of the standard Software Simulation assessments are available inside your Corporate Account.

## Consulting Services

***Can you create customized tests just for my company?***

Yes. Brainbench has created more than 500 customized assessments over the past five years, for companies such as Wells Fargo Bank, IBM, Dell, Microsoft, PeopleSoft, and many others. To learn more, please contact us.

***Can you host tests that my company has written themselves on its system?***

Yes. We can host your tests and allow you to mix/match them with Brainbench tests as you see fit.

***Can you integrate with an Applicant Tracking System (ATS) or a Learning Management System (LMS)?***

Yes. We have integrated with over 40 ATS's and LMS's over the past five years. These integrations include custom branding, auto-logon features, automated results posting, and other high utility features. We have implemented integrations via web services, AICC, SOAP, Http POST, and other interface standards. We have integrated our testing into some of the leading LMS's, such as Saba.

***Can Brainbench integrate tests from another vendor into its system?***

Yes. We have integrated tests from 3rd party providers such as Assessment.com, the Defense Language Institute, Wonderlic, and Hogan Assessments into our test delivery and reporting system.

***Can you customize the look and feel of the test interface?***

Yes. We have customized our testing look and feel for over 50 customers over the past five years.

***Can you provide customized reports?***

Yes. We can set our system up to automatically generate reports on your assessment activity and send them to you in Excel or another format on a regular basis.

***How can I learn more about whether Brainbench can support my unique needs?***

Please contact us directly so that we can better understand your unique needs.

## Contact Us

**Contact Brainbench At:**

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