

SHL Talent Assessment Offerings

TalentCentral Assessment Catalog

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About SHL TalentCentral

TalentCentral is our world-class talent assessment portal that provides you with powerful insights on your people through an engaging user experience.

TalentCentral delivers our talent assessment data through a single, powerful access point and drives improved business performance outcomes through more efficient decision making and talent program management.

Ability and Aptitude Assessment Title	Competency Measured	Unit Value
Verify Calculation Test	The Calculation test measures a candidate's ability to add, subtract, divide and manipulate numbers quickly and accurately, which is critical to many workplace tasks such as estimation, auditing and checking. This type of test is relevant for use in assessment where the following tasks are critical aspects of the job: Calculating and checking figures & using calculators and computers for daily calculations, balancing currency, coin and checks in cash drawers, issuing refunds, receipts and change or quoting prices, credit terms and other bid specifications	20
Verify Checking Test (Current Generation)	The Checking Test measures a candidate's ability to compare information quickly and accurately – critical to ensuring quality of work. This type of test is relevant for use in assessment where the following are critical tasks within the role: Monitoring visual displays, verifying data accuracy and locating data entry errors or reviewing files, records and other information.	20
Verify Deductive Reasoning	The Deductive Reasoning assessment is designed to measure the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions when presented with information and draw sound conclusions from data. This form of reasoning is commonly required to support work and decision-making in many different types of jobs at many levels.	20
Verify Interactive - Deductive Reasoning	This test measures the ability to work with incomplete information and create solutions to novel problems from first principles. People who perform well on this test will have a greater capacity to think conceptually as well as analytically.	17
Verify General Ability Screen	This assessment measures general cognitive ability. The General Ability Screen included items that cover numerical ability, verbal ability, deductive reasoning, and abstract reasoning. This assessment covers a range of mental abilities and measures the ability to comprehend written passages, perform basic mathematical functions, draw logical conclusions, and identify patterns in	10

nonverbal stimuli. General cognitive ability is required to learn how a job is performed, make logical decisions, and perform tasks that require some mental effort. This assessment is targeted at candidates applying for entry-level roles.

Verify Inductive Reasoning	The SHL Verify™ Inductive Reasoning Test measures a candidate's ability to draw inferences from, and understand relationships between various concepts. This task involves working out the pattern(s) in a set of images, and identifying the correct next image from the given options.	20
Verify Interactive - Inductive Reasoning	The Verify Ability Tests are a suite of cognitive ability assessments appropriate for candidates at a wide range of job levels. Candidates will be asked to draw inferences and understand the relationships between various concepts independent of acquired knowledge. The Inductive Reasoning test is particularly relevant for roles where critical components of the role include dealing with new concepts and approaches, building strategies, and resolving complex, ambiguous and novel problems, but the test is relevant for assessment at all job levels.	17
Verify Mechanical Comprehension (2012)	This assessment measures the ability to understand mechanical concepts. It provides an indication of how an individual will perform when asked to perform tasks that require the general understanding of mechanical principles such as leverage, weight and balance, rotation of shapes, gears and pulleys, fluid hydraulics, volume, temperature and pressure. This form of reasoning facilitates operation, troubleshooting and repair of a broad range of machinery and production processes. Because this test uses computer adaptive technology, it is suitable for unsupervised assessment.	20
Verify Numerical Reasoning	The SHL Verify™ Numerical Reasoning Test measures a candidate's ability to make correct decisions or inferences from numerical or statistical data. The test measures the ability to work with numerical data in a realistic workplace context. This task involves analyzing some data in the form of a graph or chart, performing some kind of calculation and answering a short question.	20
Verify Interactive - Numerical Reasoning	This test measures the ability to make correct decisions or inferences from numerical data. The data presented and the tasks set are relevant to a business environment. The emphasis in these	17

tasks is on understanding and evaluating data rather than on computation. People who perform well on this test tend to have the capacity to understand numerical data and interpret mathematical information correctly

Verify Reading Comprehension	The test measures a candidate's Reading Comprehension ability. This is defined as the candidate's ability to read and understand written materials.	20
Verify Spatial Ability	This assessment measures the ability to perceive and transform visual shapes, forms, or images and/or the ability to maintain spatial orientation with regard to objects that may change or move through space. It provides an indication of how an individual will perform when asked to perform tasks that require the anticipation of an object's display from different angles or positions and that require the identification of objects even when they are somewhat obscured by design, people and/or a piece of machinery. Because this test uses computer adaptive technology, it is suitable for unsupervised assessment.	20
Verify Verbal Reasoning	The SHL Verify™ Verbal Reasoning Test measures a candidate's ability to evaluate written statements. Using content that makes use of work place experiences, the candidate is required to draw conclusions from the written evidence. This task involves reading a passage of text, and using that information to decide whether a given statement is True, False, or if you Cannot Say from the information given.	20
	These tests are relevant for use in assessment when the following tasks are critical aspects or the role: analyzing and interpreting written and oral information, preparing written documents or preparing and delivering presentations.	
Verify G+	Numerical Ability, Deductive Reasoning, Inductive Reasoning	70
Verify Interactive - G+	The Verify Ability Tests are a suite of cognitive ability assessments appropriate for candidates at a wide range of job levels. The G+ test measures a range of different cognitive abilities to identify overall ability as well as specific strengths and weaknesses. This test is relevant for assessment at all job levels.	50

Personality and Behavior

Assessment Title	Competency Measured	Unit Value
Occupational Personality Questionnaire (OPQ)	<p>The following 32 specific personality characteristics, measured by the OPQ32, can be mapped to the required competencies of a given job role.</p> <p>Relationships with People:</p> <ul style="list-style-type: none"> • Influence: Persuasive, Controlling, Outspoken, Independent Minded • Sociability: Outgoing, Affiliative, Socially Confident • Empathy: Modest, Democratic, Caring <p>Thinking Style:</p> <ul style="list-style-type: none"> • Analysis: Data Rational, Evaluative, Behavioral • Creativity and Change: Conventional, Conceptual, Innovative, Variety Seeking, Adaptable • Structure: Forward Thinking, Detail Conscious, Conscientious, Rule Following <p>Feelings and Emotions:</p> <ul style="list-style-type: none"> • Emotions: Relaxed, Worrying, Tough-minded, Optimistic, Trusting, Emotionally Controlled • Dynamism: Vigorous, Competitive, Achieving, Decisive 	25

Types of OPQ Report
Assessment Title

Assessment Title	Competency Measured	Unit Value
AAI Competency Assessment Report	This is a custom report created by SHL for Assessment Analytics	55
OPQ Careers Guidance Report	<ul style="list-style-type: none"> • The Careers Guidance Report can be used directly by the individual or by a facilitator as part of a structured session and helps to: • Establish key behavioral competency strengths and link these to potential job roles • Identify which aspects of behavioral style are likely to be a strength or a challenge in a job search context Structure the process of exploring career options further • Provide ideas about how best to position key competency strengths throughout the selection process 	105

Development Action Planner (UCF)	The report is designed to support both on-boarding of new staff and development of existing staff. It gives both a graphical overview of the person's UCF competency profile and detailed narrative descriptions of their behavioral style and aptitude supporting each competency. It includes relevant competency based development actions to address any areas of limitations specific to an individual's needs. The competencies are based on personal style measured by the OPQ32 behavioral questionnaire and, optionally, for improved predictive power by a number of Verify Ability tests	105
OPQ Emotional and Social Competence Report	<p>The report consists of a Competency Profile Chart for the 20 Emotional Intelligence competencies assessed, a rating summary; and positive, moderate and negative indicators for each competency.</p> <p>The competencies that the report assesses are as follows:</p> <p>Emotional Competence:</p> <ul style="list-style-type: none"> • Self-Awareness: Emotional Awareness, Accurate self-assessment, Self-confidence • Self-Regulation: Self-Control, Conscientiousness, Adaptability • Motivation: Achievement Drive, Initiative, Persistence <p>Social Competence:</p> <ul style="list-style-type: none"> • Empathy: Understanding Others, Service Orientation, Organizational Awareness • Social Skills: Influence, Communication, Conflict Management, Leadership, Change Catalyst, Building Bonds, Developing Others, Teamwork and Collaboration. 	105
OPQ Leadership Report	<p>The Leadership Report differentiates between transactional and transformational leadership styles, to provide an accurate assessment of the individual's approach to leadership. The Leadership Report provides a detailed understanding of the individual's preferred style and potential across four leadership functions:</p> <ul style="list-style-type: none"> • Developing the Vision (Strategy) • Sharing the Goals (Communication) • Gaining Support (People) • Delivering Success (Operation) 	325

OPQ Manager Plus Report	<p>The Manager Plus Report shows how an individual:</p> <ul style="list-style-type: none"> • Prefers to work (e.g. whether they like to sell and negotiate, or not). This information covers three key areas: how an individual interacts with people; how they approach tasks; and how their feelings and emotions impact at work • Is likely to perform against the 20 Universal Competencies proven to be important at work (e.g. Leading & Supervising) • Is likely to interact with colleagues and the impact the individual will have on a team 	105
OPQ MQ Sales Report	<p>The Sales Report is based on the OPQ32 and, optionally, the Motivation Questionnaire. Combined, these tools offer a precise and in-depth picture of the important factors relevant for success in sales. It measures success factors in three main areas:</p> <ul style="list-style-type: none"> • Sales Foundations: Factors important to sales effectiveness in most sales situations • Sales Cycle: How an individual is likely to perform in specific sales situations • Motivation: Aspects of motivation critical to keeping sales people performing at their peak 	145
OPQ Universal Competency Report	<p>The Universal Competency Report is based on the OPQ32, and is an easy to interpret report that provides line managers with relevant information about an individual's potential to perform across 20 critical job competencies. It consists of an overall summary of potential on each competency and additional detail showing which aspects of personal style contribute positively or negatively to potential on each competency area.</p>	90

Skills and Knowledge

Accounting & Finance Skills

Assessment Title	Competency Measured	Unit Value
Accounts Payable Fundamentals	<p>Measures knowledge of the following areas of financial analysis:</p> <ul style="list-style-type: none"> • Assets • Cash Management/Reconciliation • Controls • Expenses • Purchases • Recording 	22

Accounts Receivable/Billing Fundamentals	Measures knowledge of the following areas of financial analysis: <ul style="list-style-type: none"> • A/R Principles • Applying Cash • Bad Debt/Collections • Cash Flow • Credit • General Ledger • Invoicing • Reconciliation of Customer Accounts 	22
Bookkeeping Fundamentals (U.S.)	Measures knowledge of bookkeeping tasks and functions. The following areas are covered: <ul style="list-style-type: none"> • Accounts Payable • Accounts Receivable • Adjusting Entries • Business Math Conversions • Cash • Financial Statements • Fixed Assets • Inventories • Liabilities • Payroll • Recording Transactions • Taxes 	22
Financial Accounting (U.S.)	Measures the following areas of the American financial accounting system: <ul style="list-style-type: none"> • A/R and A/P • Budgeting • Cost Accounting • GAAP • Journal Entries • Tax and Payroll • Types 	22
Financial Analysis (U.S.)	Measures knowledge of the following areas of financial analysis: <ul style="list-style-type: none"> • Analyzing Return • Analyzing Risk • Budgetary Control • Cost of Capital • Financial Analysis • Valuation Methods 	22
Financial Management (U.S.)	Measures knowledge of the following areas of financial management: <ul style="list-style-type: none"> • Planning & Control • Intermediate-Term Financing • Valuation Concepts 	22

- Operations/Short-Term Financing
- Risk Concepts
- Market Concepts
- Internal Reporting
- Financial Statements
- Capital Budgeting
- Capital Structure

Payroll Fundamentals (U.S.) Measures knowledge of the following areas of financial analysis: 22

- Bookkeeping
- Fair Labor Standards Act
- Payroll Calculation
- Tax Forms
- Worker Status

QuickBooks Pro 2008 Measures knowledge of the following QuickBooks Pro 2008 topics: 22

- Accounting
- Banking and Credit Cards
- Customers and Sales
- Employees and Payroll
- File Maintenance
- Inventory
- Reporting
- Time Tracking
- Vendors and Payables

Clerical Skills

Assessment Title	Competency Measured	Unit Value
Business Communications	Measures ability to effectively communicate in writing focusing on the following five areas of business writing: <ul style="list-style-type: none"> • Basic Grammar • Business Tone • Responding with Incomplete Information • Appropriate and Inappropriate Apologies • Responding with Incorrect Information 	15
Business Letter Compose	Measures the ability to accurately type and make corrections from a text original containing grammar, punctuation, spelling, and formatting errors.	15
Business Letter Edit	Measures the ability to accurately make corrections from a business letter containing punctuation, spelling, and formatting errors.	15
Business Writing	Measures knowledge of the following areas of business writing: <ul style="list-style-type: none"> • Business Letters 	15

- Other Formats
- Principles of Organization
- Rules of Grammar
- Spelling
- Style and Tone
- Vocabulary

Data Entry Alphanumeric Split Screen	Measures ability to enter information into fields.	15
Data Entry Numeric Split Screen	Measures ability to enter information into fields.	15
English Vocabulary	Measures the following areas of the English vocabulary: <ul style="list-style-type: none"> • Analogies • Challenging words • Foreign words used in English • Professional Terms • Academic Terms 	15
General Clerical Grammar	Measures the ability to correctly use the various parts of speech in written communication.	15
Office Management (U.S.)	Measures knowledge ability to manage a business office. The following areas are covered: <ul style="list-style-type: none"> • Interpersonal Communication • Administration • Organization • Clerical • Technology • Human Resources • Finance • Training and Development • Facility Management 	15
Office Procedures (U.S.)	Measures knowledge of administrative or support skills required to work in an office environment. The following areas are covered: <ul style="list-style-type: none"> • Computer • Correspondence • Customer Service • Filing • Organization • Proofreading • Scheduling • Telephone Techniques 	15

Reading Comprehension – English	The Reading Comprehension - English assessment provides a general measure of English reading comprehension. This test is comprised of items that contain a passage that you must read in order to answer the question being asked. The questions focus on the candidate's ability to demonstrate an understanding of the passage. Questions may be specific in nature, with answers that can be found almost word for word in the passage. For example, the question may ask for a date, name or place that can be found by closely reading through the passage. Alternatively, the questions may be general in nature, with answers that can be determined only by fully understanding the meaning of the passage. "What is the theme of the passage?" or "What is the mood of the author?" are examples of general questions the candidate may be asked. – Overview	15
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Spelling (U.S.)	Measures knowledge of spelling. The following areas are covered: <ul style="list-style-type: none"> • Spelling Abbreviations • Plurals • Possessives • Proper Nouns • Terminology • Commonly Used Foreign Words • Prefixes • Suffixes 	15
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Technical Writing	Measures knowledge of troubleshooting end-user problems using common office software and hardware. The following areas are covered: <ul style="list-style-type: none"> • Editing/Reviewing Work • Job Overview • Document Design • Guidelines/Style/Techniques • Online/Hypermedia/Interactive Media • Document Development • Project Management 	15
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Essential Skills

Assessment Title	Competency Measured	Unit Value
Business Communication (adaptive)	Measures knowledge of the following areas of business communication: <ul style="list-style-type: none"> • Electronic Communication • Employment Communication • Listening • Meetings 	15

	<ul style="list-style-type: none"> • Nonverbal Communication • Verbal Communication • Written Communication 	
Business Concepts (U.S.)	<p>Measures knowledge of the following business concepts:</p> <ul style="list-style-type: none"> • Business Law • Financial Management • Financial Planning • General Business • Human Resources • Marketing • Operations • Social Responsibility 	15
Business Ethics Awareness (U.S.)	<p>Measures knowledge of the following areas of business ethics:</p> <ul style="list-style-type: none"> • Community/Societal Relations and Whistle-blowing • Conflicts of Interest • Employer Policies • Ethical Issues • Honesty and Confidentiality • Individual and Organizational Differences • Respect of Property Rights • Safety • Supplier/Vendor and Customer Treatment • The Law 	15
Business Process Reengineering	<p>Measures knowledge of the following areas of business process implementation and modification:</p> <ul style="list-style-type: none"> • Process • Change Management • Tools and Techniques • Success Predictors • General Information • Leading to BPR Failure 	15
Change Management (U.S.)	<p>Measures knowledge of the following areas of change management:</p> <ul style="list-style-type: none"> • Analytical Skills • Change Management Skills • Change Planning Skills • Change Promotion Skills • Innovation Skills • Interpersonal Skills 	15
Interpersonal Communications	<p>Measures knowledge of effective verbal and non-verbal communication skills. The following areas are covered:</p> <ul style="list-style-type: none"> • Technology: Oral and Written 	15

	<ul style="list-style-type: none"> Communication • Interpersonal Communication • Listening • Communication and Perception • Intercultural Communication • Verbal Communication and Language • Group Communication and Team Work • Interviewing and Communication 	
Marketing Concepts	<p>Measures knowledge of the core areas of marketing. The following areas are covered:</p> <ul style="list-style-type: none"> • Advertising and Sales Promotion • Buying Behavior • Demographic Decision-Making • Distribution and Channel Selection • Information Analysis • Internal and External Company Evaluation • Market Analysis • Marketing Control Systems • Marketing Plans • New Product/Service Development • Pricing • Selling Issues 	15
Marketing Strategy	<p>Measures knowledge of issues with marketing plan strategies. The following areas are covered:</p> <ul style="list-style-type: none"> • Planning • Assessing Opportunities • Segmentation • Satisfying Customers • Cost of Entry • Integration 	15
Presentation Skills	<p>Measures knowledge of the concepts of preparing, delivering, and evaluating a presentation. The following areas are covered:</p> <ul style="list-style-type: none"> • Gathering Information • Learning Material • Pre-Design and Preparation • Presentation Conclusion • Presentation Delivery • Presentation Structure • Presentation Types • Speaking Anxiety • Types of Visual Aids 	15
Time Management (U.S.)	<p>Measures knowledge of time management. The following areas are covered:</p> <ul style="list-style-type: none"> • Action Plans • Controlling 	15

- Decision Making
- Organizing
- Planning
- Scheduling
- Time Usage
- Time Wasters

Workplace
Fundamentals

Measures knowledge of skills required to function in any type of workplace. The following areas are covered:

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- Business Communication
- Diversity
- Employer Expectations
- Human Resources
- Legal Issues for Employees
- Personal Development
- Planning and Scheduling
- Security

**Healthcare Skills
Assessment Title**

Competency Measured

Unit Value

Medical Billing

Measures knowledge of medical billing procedures and regulations. The following areas are covered:

22

- HIPAA
- Managed Care
- Medicaid
- Medical Billing Basic Knowledge
- Medical Billing Documents
- Medical Billing Process
- Medical Terminology
- Medicare
- Specialty Billing
- TRICARE
- Electronic Claims

Medical Office Skills
(U.S.)

Measures knowledge of office skills required to work in a medical office. The following areas are covered:

22

- General Knowledge
- Operations
- Facility Maintenance/Safety
- Patient Charts/Medical Records
- Collections
- Billing
- Insurance Coverage
- Biomedical Waste
- Medical Terminology
- Employee Relations
- Ethics

Medical Terminology	The following areas are covered: <ul style="list-style-type: none"> • Circulatory System • Digestive System • Endocrine System • Hepatobiliary System • Integumentary System • Male and Female Reproductive System • Musculoskeletal System • Nervous System • Psychiatry/Other • Renal/Urinary System • Respiratory System 	22
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Human Resource Skills

Assessment Title	Competency Measured	Unit Value
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Behavioral Interviewing (U.S.)	Measures knowledge of the following concepts of behavioral interviewing: <ul style="list-style-type: none"> • Analysis • Behavioral Interviewing Techniques • Behavioral Traits • Business Dynamics • Communication • Concern for Order and Quality • Forms • Information Seeking • Interview Process • Legal Obligations • Oral/Written Communication • Situational Leadership 	22
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Diversity Awareness (U.S.)	Measures diversity awareness. The following topics are covered: <ul style="list-style-type: none"> • Diversity in Organizations • Diversity: Concepts and Driving Forces • Managing Diversity – Policies and Programs Organizational Roles and Culture • The Character of Diversity 	22
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HIPAA (Privacy)	Measures knowledge of HIPAA standards for privacy. The following topics are covered: <ul style="list-style-type: none"> • General Knowledge • Impacted Areas • Implementation • Interactions with External Parties • Regulatory Environment • Workplace Privacy 	22
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HIPAA (Security)	Measures knowledge of non-technical and technical aspects of the HIPAA Standards for	22
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Security and Electronic Signatures. The following topics are covered:

- Computer Mechanisms
- Computer Models
- General Knowledge
- Implementation
- Medical Records
- Organization
- Security Basics
- Setup

Human Resource Concepts	Measures knowledge of the following areas of human resources:	22
	<ul style="list-style-type: none"> • Recruiting • Compensation • Benefits • Job Analysis • Labor Relations • Managing Employees • Occupational Safety and Health • Training and Development • Strategic HR 	
Interviewing and Hiring Concepts (U.S.)	Measures knowledge of the interviewing and hiring process. The following areas are covered:	22
	<ul style="list-style-type: none"> • Situational Interviews • Candidate Fit • Probing Skills • Types of Interviews • Legal Compliance • Behavioral Interviewing • Job Analysis • Behavior Traits • Interview Quality Control • Screening 	
Sexual Harassment Awareness (U.S.)	Measures knowledge of issues that constitute sexual harassment in the workplace. The following areas are covered:	22
	<ul style="list-style-type: none"> • 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 • Workplace Harassment 	

Training Delivery and Evaluation	Measures knowledge of training process. The following areas are covered: <ul style="list-style-type: none"> • Oral Questioning Techniques • Instructing Slower and More Capable Learners • Presentation Techniques • Test Planning • Managing Learning Environment • Test Question Construction • Planning 	22
Training Development	Measures knowledge of developing and delivering training programs. The following areas are covered: <ul style="list-style-type: none"> • General Knowledge • Training Delivery • Design Strategy • Characteristics of Instructional Design 	22

Information Technology Skills

Assessment Title	Competency Measured	Unit Value
.NET Framework 3.5	Measures knowledge of the following .NET Framework 3.5 topics: <ul style="list-style-type: none"> • .NET Architectural Overview • .NET Framework Class Library • .NET Metadata and Windows Workflow Foundation • .NET Programming • Assemblies • CLS, CTS and LINQ • Common Language Runtime (CLR) • Data Service Components • Presentation Layer 	55
.NET Framework 3.5 Fundamentals	Measures knowledge of the following areas: <ul style="list-style-type: none"> • .NET Assemblies • Advanced Topics • Configuration and Maintenance • Data Access • Framework Programming • Graphics and User Interface Development • Processing Data and Text • Testing and Debugging 	55
.Net Framework 4.0	Measures knowledge of the following .NET Framework 4.0 8 topics: <ul style="list-style-type: none"> • Application Development • Application Management • Configuration Support 	55

	<ul style="list-style-type: none"> • Data Storage and Management • Object-Oriented Framework Features • Performance Tools and Techniques/System Elements • Subsystems, Additional Frameworks, and Services • System Communication and Networking Support 	
.NET Framework 4.5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Application Development • Application Foundations • Data Modelling • Deployment • Diagnostics • Performance • Portability • Security 	55
ABAP	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Classes • Encapsulations • Inheritance • Interfaces • Object Orientation • Object References • Objects • Polymorphism 	55
ADO.NET 2.0	<p>Measures knowledge of the following ADO.NET 2.0 topics:</p> <ul style="list-style-type: none"> • Command Object • Components • Connection Object • Data Adapter • Data Reader • DataSets and XML • Implementation 	55
AJAX	<p>Measures knowledge of the following AJAX 9 topics:</p> <ul style="list-style-type: none"> • Communication • DOM Manipulation • Event Management • Graceful Degradation • Performance • Quality Assurance • Security • Usage • Visual Elements 	55

Android 4.0 Development	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Configuration and Deployment • Extended Capabilities • I/O, Network and Data Storage • Non-Interface Components • Structure and Construction • System and Application Interactions • Tools and Development • User-Facing Components 	55
Apache 2.0 Administration	<p>Measures the ability to administer an Apache 2.0 HTTP server. The following areas are covered:</p> <ul style="list-style-type: none"> • Customization • Dynamic Content • Manipulating URL • Modules • Performance Optimization • Securing Web Server • Server Configuration • Setup • Tracking Server Activities • Virtual Hosts 	55
Apple iOS 5 Development	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Backwards Compatibility • Debugging • Files and Data Storage • Method Communication • Networking • Optimization • Programming and Memory Management • String Handling • Threading • UIScrollViews • UIViews 	55
ASP.NET 4.5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • .NET Framework • Client-Side Programming • Data Access • Enhanced Runtime Features • Portals, Services And Mobile • Security • Troubleshooting And Optimization • Web Applications • Web Forms 	55
AutoCAD 2007 (U.S.) Interactive	<p>Measures knowledge of the following areas:</p> <ul style="list-style-type: none"> • 3D Modeling • Annotation 	55

- Blocks
- Customization
- Drawing
- Drawing Management
- Drawing Setup
- Modifying
- Plotting

C# 3.0	<p>Measures knowledge of the following C# 3.0 topics:</p> <ul style="list-style-type: none"> • Arrays and Collections • Class Members • Delegates and Events • Exception Handling • Expressions • Grammar and Logic • Reference and Value Types • Unmanaged and Unsafe Access 	55
C# 4.0	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Arrays and Collections • Class Members • Delegates and Events • Exception Handling • Expressions • Generics • Grammar and Logic • Reference and Value Types • Unmanaged Resources and COM 	55
C++11	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Data Types And Structures • I/O • Intrinsic Language Constructs • Memory Management • Object-Oriented Design • Object-Oriented Programming • Program Construction And Execution • The Standard Library 	55
C11	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • C Expressions • Control Flow • Data Structures • Preprocessor • Program Statements • Types and Conversions 	55

CheckPoint Firewall-1 NG Administration	<p>This test measures knowledge of the following Check Point Firewall-1 NG topics:</p> <ul style="list-style-type: none"> • Audits • Authentication • Core Concepts • FW-1 Installation/Architecture • FW-1 Management • High Availability • Network Address Translation Performance Tuning • Performance Tuning • Security Policy/Rule Base 	55
CICS	<p>Measures knowledge of the following areas of the CICS:</p> <ul style="list-style-type: none"> • BMS • Program Control • Storage • The CICS System • Troubleshooting 	55
Cisco Network Design	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Cisco Network Design Model • Disaster Recovery • Multicast Protocols • Network Addressing Design • Network Equipment Physical Requirements • Network Security • OSI Model • Requirements Gathering Techniques • Routing Protocol Concepts And Design • Switching And Routing Considerations 	55
Cisco Networking Concepts	<p>Measures knowledge of the following Cisco Networking Concepts topics:</p> <ul style="list-style-type: none"> • IP • LAN Switching • Management and Monitoring • Network Design • Network Security • Network Troubleshooting • Networking Models • WAN 	55
Cisco Router Fundamentals	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Design Concepts • Network Communications • Network Management and Monitoring • Network Security • Routed Protocols 	55

	<ul style="list-style-type: none"> • Routing Protocols • Troubleshooting • WAN Technologies 	
Cisco Security	Measures knowledge of the following areas: <ul style="list-style-type: none"> • Appliances • Firewalls • IPS/IDS Management • Secure Network Management • Secure Routing • Security Information • Security Protocols • Security Technologies • VPN Management 	55
Citrix Administration	The following areas are covered: <ul style="list-style-type: none"> • Access Gateway • Access Platform • ICA Clients • License Server • Password Manager • Presentation Server Deployment • Presentation Server Maintenance • Presentation Server Troubleshooting • Web Interface 	55
Cloud Computing Concepts	The following areas are covered: <ul style="list-style-type: none"> • Administration • Architecture • Design • Migration • Protocols • Security • Services • Troubleshooting 	55
COBOL I (ANSI 2002)	The following areas are covered: <ul style="list-style-type: none"> • COBOL Language • DB2 in COBOL • Data Formats and Conversions • Error Codes and Compiler Options • Field Size Restrictions and Limitations • Numbers and Arithmetic • Object-Oriented Features • Perform Statements • Sort Statements • Strings and Substrings 	55
COBOL II	The following areas are covered: <ul style="list-style-type: none"> • Arithmetic Statements 	55

	<ul style="list-style-type: none"> • Character Operations • Data Division • Data Validation and Error Handling • Decision Making • External Code • Input and Output • Internal Tables • Language Elements • Process Statements 	
COBOL II Fundamentals	Measures knowledge of the following COBOL II areas: <ul style="list-style-type: none"> • Arithmetic Computations • Character Manipulation • Data Division Basics • File Processing and Reports • Input/output Basics • Mainframe Environment • Procedure Division Basics • Program Structure • Table Usage 	55
ColdFusion 8	The following areas are covered: <ul style="list-style-type: none"> • Application Framework • Code Reuse • Content Generation • Database • File System • Flow Control • Output • Security • User Input • Variable Manipulation • Variable Scoping 	55
Computer Electronics	Measures the knowledge of the following areas of computer electronics: <ul style="list-style-type: none"> • Diagnostics • Electrical/Electronic Engineering Principles • Electronics Application • Electronics Theory • Safety 	55
Computer Forensics	Measures the knowledge of the following areas of computer forensics: <ul style="list-style-type: none"> • Analyzing Evidence • Collecting Evidence • Data Types • Examination Procedures • Forensic Tools • Initial Analysis 	55

	<ul style="list-style-type: none"> • Investigative Preparation • Report Findings 	
Computer Technical Support	<p>Measures knowledge of maintaining personal computers in the following areas:</p> <ul style="list-style-type: none"> • Backup and Recovery • Device Support Software • Hardware Components • Hardware Troubleshooting • New Hardware Installation • Peripheral Troubleshooting • Security and Biometrics 	55
CRM Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Business Integration • Deploy Development • Enterprise Wide solution • Implementation • Management Buy-In • Planning • Program Management 	22
Crystal Reports XI	<p>Measures knowledge of the following areas:</p> <ul style="list-style-type: none"> • Charts and Maps • Database Access • Formatting • Formulas • Groups • Report Distribution & Sharing • Sections • Sub reports • Troubleshooting and Optimizing 	55
CSS2	<p>Measures knowledge of the following areas of CSS2:</p> <ul style="list-style-type: none"> • Generated Content • Layout • Markup • Media Types • Selectors • Syntax • Text • Values 	55
CSS3	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Containers • Selectors • Typography • Syntax • Color • Implementation 	55

	<ul style="list-style-type: none"> • Layout • Transitions and Transforms • Media 	
Customer Requirements Analysis	<p>Measures knowledge of the following Customer Requirements Analysis 8 topics:</p> <ul style="list-style-type: none"> • Analysis • Building the System • Data Gathering Methods • Defining the System • Documenting • Problem Analysis • User Needs Analysis • Validation 	55
Data Modeling Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Attributes and Keys • Entities • Implementation and Model Notations • Normalization • Relationships • Uses and Benefits 	55
Data Warehousing Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Big Data and Data Warehouse Appliance • Business Considerations • Data Transformation • Data Warehousing and Data Marts • Design • Dimensional Data Model • On Line Analytical Processing (OLAP) • Querying and Reporting/Data Extraction 	55
DB2 Administration (UDB)	<p>Measures skills required to administer DB2 databases. The following areas are covered:</p> <ul style="list-style-type: none"> • Administration • Data Definitions • Doors to DB2 • Overview • Programming • SQL • Tools • Tuning • Utilities and Commands 	55
DB2 Administration (z/OS)	<p>Measures knowledge of the following areas of the ASP environment:</p> <ul style="list-style-type: none"> • Stored Procedures, Triggers and User Defined Functions • Database Design 	55

- SQL
- Utilities and Commands
- Operation and Recovery
- Monitoring and Tuning
- Environment
- Data Sharing
- Application Program Features
- Locking and Concurrency

DB2 Programming	Measures knowledge of the following areas of DB2 Programming: <ul style="list-style-type: none"> • Advanced SQL Queries • Data Types and Structures • Performance • Programming Design • SQL Concepts • Data Definition • DB2 Concepts • Programming Concepts • Rational Database Basics • Tables 	55
Disaster Recovery and Planning	Measures knowledge of recovery techniques. The following areas are covered: <ul style="list-style-type: none"> • 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 • Relocation to Primary Site/Final Restoration 	55
Embedded Systems Concepts	Measures knowledge of the following areas of embedded systems: <ul style="list-style-type: none"> • System Design • Hardware and Software Design • Interrupts • Software Architecture • Validation • Debugging 	55
ERP Concepts (U.S.)	Measures knowledge of the following areas of ERP concepts: <ul style="list-style-type: none"> • Implementation • Change Management • Enterprise Integration • Enterprise Management 	55

	<ul style="list-style-type: none"> • ERP Selection 	
Firewall Administration Concepts	<p>Measures knowledge of firewall administration concepts. The following topics are covered:</p> <ul style="list-style-type: none"> • Audits • Core Technologies • Internals • Maintenance • Network Address Translation (NAT) • Optimization • Piercing • Policies • Security Vulnerabilities • Types 	55
HTML 4.0	<p>Measures knowledge of the following areas of the HTML 4.0 programming language:</p> <ul style="list-style-type: none"> • Advanced HTML • Browsers • Components • Document Information • Forms • Frames • Images • Links • Lists • Page Structure • Style Sheets • Tables • Text 	55
Informatica PowerMart/PowerCenter 6.2.1	<p>Measures knowledge of the following areas of Informatica PowerMart/PowerCenter:</p> <ul style="list-style-type: none"> • Advanced Features and Functions • Designer • Environment Configuration • Mapping Designer • Performance • Repository Manager Tasks, Features, and Functions • Setup and Installation • Warehouse Designer • Workflow Administration Tasks 	55
Information Technology Security Fundamentals	<p>Measures the knowledge of the following areas of IT security:</p> <ul style="list-style-type: none"> • Application Security • Architecture Security • Common Security Services • Data Security 	55

	<ul style="list-style-type: none"> • Infrastructure Security • Network Security • Operating System Security • Threats and Countermeasures 	
Information Technology Terminology	<p>Measures knowledge of Information Technology Terminology. The following areas are covered:</p> <ul style="list-style-type: none"> • Data Communications • Data Security • Data Storage Standards and Practices • Internet and WWW Standards and Practices • IT Management • Network Topology • Operating Systems Standards and Practices • PC Hardware • Portable Storage 	55
Internet Security Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Communications • Electronic Mail • Encryption • Identity and Access Management • Malicious Programs • Network Devices and Services • Security Management • Threats • World Wide Web 	55
Internet Technology Fundamentals	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Architecture and Networking • Client-Server Configuration • Digital Certificates, Encryption, and SSL eCommerce Technology • Internet Configuration, Connection, and Troubleshooting • Internet Development and Programming • Internet Standards and Terminology • Server Configuration and Technologies 	55
IP Routing & Switching	<p>Measures knowledge of IP routing and switching protocols and concepts. The following areas are covered:</p> <ul style="list-style-type: none"> • Advanced Routing Topics • General Knowledge • IP Addressing • IP Multicast • IP Routing Protocols • Layer 2 Switching 	55

ITIL Concepts	<p>Measures knowledge of the following areas of ITIL:</p> <ul style="list-style-type: none"> • Availability Management • Capacity Management • Change Management • Configuration Management • Financial Management for IT Services • IT Service Continuity Management • Incident Management and Service Desk • Problem Management • Release Management • Service Level Management 	55
Java 2	<p>Measures the knowledge of the following areas of the Java 2 programming language:</p> <ul style="list-style-type: none"> • Applets • Enterprise Features • Fundamentals • Graphics Programming • Input Method Framework • JDBC • Programming • RMI/CORBA • Security • Packages • Threads 	55
Java 2 – GUI	<p>Measures knowledge of the following areas of GUI development using Java 2:</p> <ul style="list-style-type: none"> • Basic GUI • Intermediate GUI • Advanced GUI • Event Handling • Layout Managers • Graphics/Images • Supplemental GUI 	55
Java 2 – Non-GUI	<p>Measures the knowledge of developing back-end applications using the Java 2 programming language. The following areas are covered:</p> <ul style="list-style-type: none"> • Class Definition • Syntax • Utility Libraries • Threads • Math and String Operations • The Java Runtime • Object-Oriented Programming • Networking • Standard I/O 	55

Java 2 Fundamentals	Measures the knowledge of the following areas of the Java 2 programming language: <ul style="list-style-type: none"> • Common Packages • Data Manipulation • Flow of Control • Java Basics • OO Basics in Java • OO Fundamentals • Java Runtime • Thread Fundamentals 	55
Java 2 Platform Enterprise Edition (J2EE) 1.4 Fundamentals	Measures knowledge of the following areas of J2EE architecture: <ul style="list-style-type: none"> • Business Component Development • J2EE 1.4 Architecture • JAX 1.2 • JDBC 3.0 • Supporting API • Web Component Development • Web Service Development 	55
Java 2 Platform Enterprise Edition (J2EE)	Measures the knowledge of the following areas of the Java 2 Platform: <ul style="list-style-type: none"> • 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 • Distributed Computing Application Development 	55
Java 6	Measures knowledge of the following Java 6 topics: <ul style="list-style-type: none"> • Class Definition • Core Libraries • Integration Libraries • Practical Software Engineering • Support Libraries • Syntax • Tools • Virtual Machine • Visual Libraries 	55
Java 6 – GUI	The following areas are covered: <ul style="list-style-type: none"> • Desktop Integration • Drawing and Painting • Handling Component Events 	55

	<ul style="list-style-type: none"> • Java 2D API • Manipulating Containers • Top Level Windows • Working with Components • Working with Menus 	
Java 6 Fundamentals	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Class Definition • Core Libraries • Integration Libraries • Practical Software Engineering • Support Libraries • Syntax • Tools • Virtual Machine 	55
Java 7	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Class Definition • Core Libraries • Integration Libraries • Practical Software Engineering • Support Libraries • Syntax • Tools • Virtual Machine 	55
Java Platform Enterprise Edition 5 (Java EE 5)	<p>Measures knowledge of the following areas:</p> <ul style="list-style-type: none"> • Architecture • Enterprise Application Technology • Java API for XML Processing • Java Database Connectivity 3.0 • Java Message Service • Java Naming and Directory Interface • Web Application Technology • Web Services 	55
Java Platform Enterprise Edition 6 (Java EE 6)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Advanced Webapp Technology • Component Technology • Database Access • JEE Application Architecture • JSP Extensions • Other Commonly-Used APIs • Resource Management • Web Services • Webapp Control and View Technologies 	55
Java Platform Enterprise Edition 7 (Java EE 7)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Commonly-Used APIs • Component Technology 	55

	<ul style="list-style-type: none"> • Database Access • JEE Application Architecture • JSP Extensions • Resource Management • Web Services • Webapp Control And View Technologies • Webapp Technology 	
Java Server Pages (JSP 2.1)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Core JSP Syntax • Expression Language • JSTL Usage • Page Development • Servlets and JavaBeans • Web Application Development • Web Container Provisions 	55
Javascript 1.5	<p>Measures knowledge of the following areas of the JavaScript 1.5:</p> <ul style="list-style-type: none"> • Basic JavaScript • Flow Control • Functions • Core Objects • Objects • Events and Event Handling • Working with HTML • Regular ions • General JavaScript 	55
JavaScript 1.5 Fundamentals	<p>Measures knowledge of the following areas of the JavaScript 1.5:</p> <ul style="list-style-type: none"> • Basic JavaScript • Flow Control • Functions • Core Objects • Events and Event Handling • Working with HTML • Regular ions • General JavaScript 	55
JavaScript 1.8	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • AJAX • Advanced Techniques • Built-in Global Functions • Classes and Objects • Common Design Patterns • Core Features • DOM • General Knowledge • Intrinsic Objects 	55

JCL	Measures the knowledge of the following areas of the Job Control Language: <ul style="list-style-type: none"> • Basic Formatting • Data Management • Input/Output • JES2/JES3 Control Statements • Parameters • Statements • Troubleshooting 	55
LAN/WAN Communications	Measures knowledge of the following areas of LAN/WAN communication: <ul style="list-style-type: none"> • AppleTalk • Bandwidth Management • Bridging vs. Routing • IP Addressing • IPX Addressing • OSI Model • Routing Protocols • Troubleshooting • WAN Types and Topologies 	55
Linux Administration (Red Hat Enterprise Linux 5)	Measures knowledge of the following Linux Administration (Red Hat Enterprise Linux 5) 8 topics: <ul style="list-style-type: none"> • Booting, Disks, Volumes, and Filesystems • General Upkeep • Host Based Security • Networking • Package Management • Scripting • Services • Software Management 	55
Linux Administration (General)	The following areas are covered: <ul style="list-style-type: none"> • Application Management • Configuration and Administration • Installation • Kernel Customization • Networking • Performance and Accounting • Security • System Monitoring 	55
Linux Administration (Red Hat Enterprise Linux 6)	The following areas are covered: <ul style="list-style-type: none"> • Administration • Host-Based Security • Network Services • Networking • Processes 	55

	<ul style="list-style-type: none"> • Shell • Storage 	
Linux Programming (General)	<p>Measures knowledge of programming in a Linux environment. The following areas are covered:</p> <ul style="list-style-type: none"> • AutoConf/AutoMake • Makefiles • C Programming • C++ • Debugging Programs • Linux Programming Concepts • Platform Independence • Revision Control • RPC/CORBA • X Programming 	55
LoadRunner 7.x	<p>Measures knowledge of the following areas of the LoadRunner software: C Language Functions</p> <ul style="list-style-type: none"> • Controller – Key Topics • LoadRunner Architecture • Monitoring Scenario • Plan Load Test • Results Analysis • Supported Technologies • VuGen Functionality 	55
Macintosh OS X 10.4 Desktop Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Bundled Software • Finder • Mac OS X Installation • Mac OS X Support • Networking • Resource Management • Security • System Preferences • User Account Management 	55
Microsoft Exchange Server 2007 Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Client Access Servers Management • Installation • Public Folders • Recipient Management • Security • Storage Administration • Unified Messaging 	55
Microsoft Security	<p>Measures knowledge of the following Microsoft Security areas:</p> <ul style="list-style-type: none"> • Networks • Operating Systems 	55

- Patch Management
- Security Best Practices
- Security Controls
- Security Incidents
- Security Tools
- Servers

Microsoft SharePoint
2007 (MOSS)
Administration

The following areas are covered:

55

- Application Management
- Customization
- Deployment
- Information Management
- Office Integration
- Operations Management
- Search Configuration
- Security
- SharePoint Architecture
- Site Management

Microsoft SQL Server
2008 Administration

Measures knowledge of the following areas:

55

- Administrative Tools and Utilities
- Architecture
- Backup and Restore
- High Availability Functions
- Index Management
- Replication
- Security
- Troubleshooting

Microsoft SQL Server
2008 Programming

Measures knowledge of the following areas:

55

- Architecture
- Beyond Relational
- Data Modification
- Database Design
- Performance and Optimization
- SQL Queries
- Tools
- Transact-SQL
- Triggers
- User-Defined Functions

Microsoft SQL Server
2012 Administration

The following areas are covered:

55

- Architecture
- Backup and Restore
- Command Line Tools and Utilities
- Database Management
- Graphical Tools and Utilities
- High Availability
- Security
- Troubleshooting

Microsoft SQL Server 2012 Programming	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Beyond Relational • Control Flow • Data Types and NULL • Database Design • Developer Tools • Modifying Data • Running Queries • Writing Queries 	55
Microsoft SQL Server 2014 Programming	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Beyond Relational • Control Flow • Data Types and NULL • Database Design • Developer Tools • Modifying Data • Running Queries • Writing Queries 	55
Microsoft Windows 7 Desktop Administration	<ul style="list-style-type: none"> • Advanced Administrative Tools • Desktop Management • Group Policy Configuration • Installation • Internet and Networking • Performance Information and Tools • Security • System Applications • System Configuration • System Management 	55
Microsoft Windows 8 Desktop Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Administrative Tools • Connectivity • Desktop Management • Group Policy Configuration • Installation • Performance • Security • System Applications • System Configuration • System Management 	55
Microsoft Windows Server 2012 Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Active Directory • Administrative Tasks • Computer Properties • Configuration and Management • Design and Installation • Local Security Policy 	55

	<ul style="list-style-type: none"> • Networking • Security • Server Management 	
Microsoft Windows Vista Desktop Administration	<p>Measures knowledge of the following areas of the ASP environment:</p> <ul style="list-style-type: none"> • Desktop • Installation • Internet • Mobile Computing and Remote Applications • Networking • Security • System Maintenance and Optimization • Troubleshooting • Windows Vista Applications 	55
Microsoft Windows XP Desktop Administration	<p>Measures ability to administer a server running in the Microsoft Windows XP. The following areas are covered</p> <ul style="list-style-type: none"> • Control Panel • Desktop • File Systems • Installation • Internet • Management • Networking • Security • System Maintenance and Optimization • Troubleshooting 	55
MySQL 5.6 Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Data Manipulation • Data Types • Database Changes • Disaster Recovery and Backup • Installation and Configuration • Modifiers • Performance Tuning • Security • Security Administration • Storage Engines and Tables 	55
Network Monitoring	<p>Measures knowledge of the following areas of network monitoring:</p> <ul style="list-style-type: none"> • Architecture and Terminology • SNMP Background • Components and Commands • RMON Background, Components and Commands 	55

	<ul style="list-style-type: none"> • Other Monitoring and Troubleshooting Tools • System Design and Implementation • Using SNMP and RMON Tools 	
Network Security	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Access Control • Cryptography • Infrastructure • Security Policy and Procedures • System Management • Threats • Tools 	55
Network Technical Support	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • End User Support • Network Design • Network Health • Network Security • Switching and Routing • WAN Support • Wired LAN Support • Wireless LAN Support 	55
Networking Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Administration • Configuration Troubleshooting • Connectivity Troubleshooting • Design • LAN and WAN Technologies Network Devices • Network Standards • Protocol Stacks • Routing Protocols 	55
Objective-C 2.0	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Core Foundation Classes • Deployment • Development Environment • Language • Pointers and Memory Management • Program Design • Program Flow • User Interface Windows and Controls 	55
OO Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Class Design • Code Lifecycle • Design Practices • Distinctive Characteristics 	55

	<ul style="list-style-type: none"> • Object Instances • Relationships • System Architecture 	
OO Design Patterns	<p>Measures knowledge of the following areas of LAN/WAN communication:</p> <ul style="list-style-type: none"> • GoF Patterns • Architectural Patterns • Language Specific Patterns • Persistence Patterns • Distributed Patterns 	55
Oracle 10g Administration	<p>Measures knowledge of administering Oracle 10g databases. The following areas are covered:</p> <ul style="list-style-type: none"> • 10g Enhancements Administrations • Architecture • Backup and Recovery • High Availability • Managing Objects • Monitoring • Networking • Security • Tuning 	55
Oracle 11g Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Administration • Architecture • Backup and Recovery • High Availability • Manage Objects • Monitoring • Networking • Security • Tuning 	55
Oracle Developer 11g	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Building Forms • Business Logic Integration • Database Objects • Forms Execution • Forms Objects • Performance Tuning And Optimization • Reports Data Model • Reports Layout Editor • Reusable Code 	55
Oracle Financials Rel 11	<p>Measures knowledge of Oracle Financials Rel 11. The following areas are covered:</p> <ul style="list-style-type: none"> • Assets Fundamentals • Basic Journal Entries 	55

- Consolidation and Advanced Assets Functionality
- Financial Management Setup
- General Knowledge
- Applied Technology
- Multiple-Currencies Accounting
- Oracle Applications Integration
- Order Fulfillment
- Procurement

Oracle Forms 10g	Measures knowledge of Oracle Forms 10g. The following areas are covered: <ul style="list-style-type: none"> • Data Blocks • Forms Environment • Forms Processing • Input Items • Java • LOVs, Record Groups & Editors • Multi-Form • Non Input Items • PL/SQL • Reusable & Flexible Code and Objects • Windows and Canvases 	55
Oracle PL/SQL	Measures the knowledge of the following areas of the C# programming language: <ul style="list-style-type: none"> • Architecture • Built-In Packages • DML and Transaction Management • Debugging • Exception Handling • Language Elements • Subprograms • Tuning • Utilities 	55
Oracle PL/SQL Fundamentals	The following areas are covered: <ul style="list-style-type: none"> • Data Manipulation Language • Database Management • Exceptions And Debugging • Language Elements • Packages • Performance And Tuning • Subprograms • Transactions 	55
OS/400	Measures the knowledge of the following areas of OS/400: <ul style="list-style-type: none"> • Devices • Jobs 	55

- Messages
- Performance/Maintenance
- Printing
- Data
- Communications
- Security
- IPL/MI

Perl 5.12	The following areas are covered:	55
	<ul style="list-style-type: none"> • Best Practices • Data Structures • Functions and Subroutines • Input and Output • Modules • Object Oriented Perl • Operators • Regular Expressions • Statements • Variables 	
Perl 5.8	Measures knowledge of Perl 5.8. The following areas are covered:	55
	<ul style="list-style-type: none"> • Data Manipulation • Data Structures • Input/output • Modules • Object Oriented Programming • Programming Methodologies • Statements • Subroutines 	
PHP 5.3	The following areas are covered:	55
	<ul style="list-style-type: none"> • Communication Functions • Databases • General Functions • HTML • Language Functions • Language Structure • Object Oriented PHP 	
PHP 5.4	The following areas are covered:	55
	<ul style="list-style-type: none"> • Application Security • Communication Functions • Databases • General Functions • Language Functions • Language Structure • Object Oriented Programming • XHTML Integration 	

PHP 5.5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Application Security • Communication Functions • Databases • Language Functions • Language Structure • Object Oriented Programming • XHTML Integration 	55
PowerBuilder 9.0	<p>Measures knowledge of programming using PowerBuilder 9.0. The following areas are covered:</p> <ul style="list-style-type: none"> • Component and Internet Development • DataWindow Painter • DataWindow Techniques • Deployment Options • IDE Features • Object Oriented Concepts • Objects and Controls • PowerScript • SQL and Relational Databases 	55
Project Management (2008)	<p>Measures knowledge of the following areas:</p> <ul style="list-style-type: none"> • Project Characteristics • Project Communications • Project Control • Project Costs • Project Management Concepts • Project Personnel • Project Planning • Project Quality Management • Project Risk Management • Project Schedule 	55
Project Management (2013)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Project Communications Management • Project Cost Management • Project Human Resource Management • Project Management Characteristics • Project Management Methodologies • Project Procurement Management • Project Quality Management • Project Risk Management • Project Scope Management • Project Stakeholder Management • Project Time Management 	55
Python 2.4	<p>Measures knowledge of Python 2.4. The following areas are covered:</p> <ul style="list-style-type: none"> • Language 	55

	<ul style="list-style-type: none"> • Functions • Built-in Features • Standard Library • Classes 	
Python 3.3	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Built-in Features • Classes • Data Structures • Language • Standard Library • System Interaction 	55
RDBMS Concepts	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Data Modeling • Managing Databases and Enterprises • Normalization • Physical Database Design • Relational Data Model • SQL Application Development • SQL Query Development • Troubleshooting Existing Applications 	55
RPG IV	<p>Measures knowledge of the following areas of the RPG IV programming language:</p> <ul style="list-style-type: none"> • Arrays • Data Types and Formats • Error Handling • Form Specifications • Indicators, Headers and Output • Operation Codes • Procedures and Sub-procedures • Programming • Special Functions 	55
SAP Basis Administration	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Change Management • Client • Security • Software Components • WEBAS Installation • Backup and Recovery • Batch Processing • CCMS 	55
SAS 8.2 (Base)	<p>Measures knowledge of the following areas of the base package of SAS 8.2:</p> <ul style="list-style-type: none"> • Data Aggregation and Reshaping • Data Step Programming Logic • Data Types and Transformation 	55

- External Files I/O
- Grouped Data and BY-Processing Logic
- Reports
- SAS Data Set Combination and Modification
- SAS Program Organization
- Single SAS Data Set Input
- Table Look-up

SEI Capability Maturity Model Integration (CMMI)	Measures knowledge of the following SEI Capability Maturity Model Integration (CMMI) topics: <ul style="list-style-type: none"> • Implementation • Process Areas for Level 2: Managed • Process Areas for Level 3: Defined • Process Areas for Level 4 and Level 5 • Process Components and Overviewing • Relationships Among Process Areas • Structure 	55
Server Administration	Measures the ability to administer a server. The following areas are covered: <ul style="list-style-type: none"> • Design, Build, and Deploy • Disaster Recovery • Hardware • Management Process • Network • Security • Troubleshooting and Optimization • Users and Resources 	55
SOAP	Measures the knowledge of the following areas of SOAP: <ul style="list-style-type: none"> • Attachments • Encodings • Error Handling • Messaging • SOAP Concepts • SOAP Framework • SOAP Special Features • Web Services • XML 	55
Software Business Analysis	The following areas are covered: <ul style="list-style-type: none"> • Business Process • Diagramming and Modeling • Documentation • Joint Application Development • Methodologies and Tools • Project Development 	55

	<ul style="list-style-type: none"> • Requirements Gathering • System Design • User Interface 	
Software Configuration Management	<p>Measures knowledge of software configuration management. The following areas are covered:</p> <ul style="list-style-type: none"> • CM Basics • CM Data • CM Planning • Configuration Audits • Configuration Control • Configuration Identification • Configuration Status Accounting • Defect Tracking • General Knowledge 	55
Software Quality Assurance	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Audits and Reviews • Defects and Bugs • Implementation • Measurements, Metrics and Standards • Overview • Personnel and Tools • Processes • Software Testing 	55
Software Testing	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Dynamic Techniques • Fundamentals • Levels • Management • Monitoring • Types 	55
SQL (ANSI)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Aggregates and Sets • Complex Queries • Data Modification • DDL and DCL • Multi-Table Queries • Queries • SQL/PSM • Subqueries • Transaction Control • Tuning and Debugging 	55
SQL (ANSI) Fundamentals	<p>Measures knowledge of the following areas of the SQL language:</p> <ul style="list-style-type: none"> • Aggregated Data Queries (GROUP BY) • Data Definition Language (DDL) 	55

	<ul style="list-style-type: none"> • Data Modification • Limiting the Return Set • Multiple Table Queries (SELECT with Joins) • Single Table Queries (SELECT) • Transactions • Using Functions and Constant Values 	
Storage Area Networks (SAN) Concepts	<p>Measures knowledge of the following areas:</p> <ul style="list-style-type: none"> • Clusters • Data Transports • Disaster Recovery • Management • Network Considerations • Replication • Security • Troubleshooting 	55
Struts 1.2.x	<p>Measures the knowledge of programming in the Struts environment. The following areas are covered:</p> <ul style="list-style-type: none"> • ActionForm • ActionForward • ActionMapping • ActionServlet Extensions • Actions • Configuration • Localization • Tags • Validation 	55
Systems Analysis	<p>Measures knowledge of the translating user requirements into optimal architecture. The following areas are covered:</p> <ul style="list-style-type: none"> • Fundamental Systems Analysis Skills • Implementation and Support • Systems Analysis Tasks • Systems Design Tasks • Technical Methods for Specifying Requirements 	55
TCP/IP Administration	<p>Measures knowledge of the translating user requirements into optimal architecture. The following areas are covered:</p> <ul style="list-style-type: none"> • DHCP/BOOTP • DNS • General Knowledge • IP Addressing • IP Security • IPv6 	55

- Routing
- Subnetting
- TCP/IP
- TCP/IP Suite
- Troubleshooting
- WINS

Technical Help Desk	The following areas are covered: <ul style="list-style-type: none"> • Computer Systems • Configuring PC Peripherals • Hardware • Help Desk Operations • Networking • PC and System Terminology • Security • Software • Troubleshooting Process • User Problems 	55
Technical Help Desk (Microsoft)	The following areas are covered: <ul style="list-style-type: none"> • Hardware • Help Desk Operations • Internet Explorer • Microsoft Office • Networking and Connectivity • Operating Systems • PC Peripherals • Software • System Security and Maintenance 	55
Unified Modeling Language (UML)	Measures knowledge of the following areas of the Unified Modeling Language: <ul style="list-style-type: none"> • Class Diagrams • Use Cases • Behavioral Modeling • Architectural Modeling • Structural Modeling 	55
UNIX Administration (General)	The following areas are covered: <ul style="list-style-type: none"> • Commands and Tools • File Systems • Health Monitoring • Network Services • Networking • Performance Tuning • Processes • Shells and Shell Scripting • Startup and Tuning • User Management 	55

UNIX Administration (Solaris 10)	Measures the skills required to administrate the Sun Solaris 10 version of UNIX. The following areas are covered: <ul style="list-style-type: none"> • Files and File Systems • Process Control and Life Cycle • Security • Network • Virtualization • Automation • Performance and Capacity • Debug Tools and Methods 	55
UNIX Korn Shell Scripting	Measures knowledge of the following areas of Korn Shell scripting: <ul style="list-style-type: none"> • Korn Shell Basics • Shell Initialization • Command-Line Editing • Script Creation and Execution • Scripts • Flow Control • Integers and Arithmetic • Script I/P • Functions • Built-in Script Commands • Script Debugging 	55
UNIX Programming (General)	Measures the knowledge of the following areas of programming in an UNIX environment: <ul style="list-style-type: none"> • Design, Compile, and Profile Code • Directories and Files • I/O • Interprocess Communication • Language Concepts • Process Control • Process Relationships 	55
VBScript 5.5	Measures knowledge of the following areas of VBScript 5.5: <ul style="list-style-type: none"> • Differences • Errors • Functions/Statements • Objects • Operators • Program Structure • Script Engine 	55
Visual Basic 2008	The following areas are covered: <ul style="list-style-type: none"> • .Net Framework • Application Development • Classes and Objects 	55

	<ul style="list-style-type: none"> • Data Access • Language Core • Methods and Handlers • Security 	
Visual Basic 2008 Fundamentals	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Application Development, and Implementation • Data Access • Data Types and Structures • Functions and Modules • Language Operations • Objects and Namespaces • Program Control Structures • User Interface 	55
Visual Basic 6.0	<p>Measures the knowledge of the following areas of Visual Basic 6.0:</p> <ul style="list-style-type: none"> • Basics • Controls • Data Access • Data Types • Interfacing with Windows • Program Development 	55
Visual Basic 6.0 Fundamentals	<p>Measures the knowledge of the following areas of the Visual Basic 6.0 programming language:</p> <ul style="list-style-type: none"> • Application Design • Common Windows Objects • IDE Tools • Object-Oriented Coding • Primary Language Features • User-Defined Procedures • User Interface Objects 	55
Visual C++	<p>Measures knowledge of the following areas of the Virtual Storage Access Method:</p> <ul style="list-style-type: none"> • ActiveX Controls • General C++ Language • General Visual C++ • General Windows Programming • MFC • OLE/COM • Visual C++ IDE 	55
VMware vSphere 5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Availability and Load Balancing • Install • Monitoring • Networking 	55

- Resource Management
- Security
- Storage
- Troubleshooting
- Update Manager
- Virtual Machines

Web Server Administration	Measures knowledge of the following areas of administering a web server:	55
	<ul style="list-style-type: none"> • Connectivity Issues • Data Integrity • General Knowledge • Monitoring • Planning • Protocols • Resource Access • Server Optimization • Server Security • Troubleshooting 	
Web Services Concepts	Measures knowledge of web services. The following areas are covered:	55
	<ul style="list-style-type: none"> • Application Design • Application Implementation • Architecture • Major Frameworks • Protocol/API Groups • Roles • Service Description • Discovery Layers • Transport • XML Messaging Layers 	
WebSphere MQ	Measures knowledge of the following areas of WebSphere MQ:	55
	<ul style="list-style-type: none"> • Administration • Application Programming • Commands • Intercommunication and Queue Manager Clusters • MQ Series Concepts • Planning and Installation 	

Software Skills

Assessment Title	Competency Measured	Unit Value
Adobe Illustrator CS	Measures knowledge of the following areas of Adobe Illustrator CS:	55
	<ul style="list-style-type: none"> • Automation and Customization • Color 	

	<ul style="list-style-type: none"> • Compiling Objects • Enhancing Artwork • Interaction with Web and Other Applications • Interface • Objects and Shapes • Type 	
Adobe InDesign CS	<p>Measures knowledge of the following areas of Adobe InDesign CS:</p> <ul style="list-style-type: none"> • Colors • Document Setup • Drawing • Exporting Documents • Interface • Multimedia • Objects • Typography 	55
Adobe InDesign CS5.5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Color • Cross Media • Interface • Layout • Managing Objects and Text • Objects • Output • Typography • Workflow Efficiency 	55
Adobe Photoshop CS5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • 3D • Automation • Color • File Management • Interface • Layers • Painting and Drawing • Retouch • Selection • Text • Web 	55
Computer Fundamentals - Win 7 (adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Basic Windows Features • Control Panel • Desktop and Taskbar • Files and Folders • Hardware • Internet 	30

<p>Computer Fundamentals – Win 8.1 (Adaptive)</p>	<ul style="list-style-type: none"> • Networking • Office Applications • Performance, Maintenance, and Troubleshooting • Security <p>The following areas are covered:</p> <ul style="list-style-type: none"> • Files and Folders • Hardware • Interfaces • Internet and Network • Office Applications and Windows Accessories • PC Settings • Performance, Maintenance, Troubleshooting, and Security • Windows Features 	<p>30</p>
<p>Computer Fundamentals – Win XP (Adaptive)</p>	<p>Measures basic knowledge of using a personal computer.</p> <p>The following areas are covered:</p> <ul style="list-style-type: none"> • Basic Windows Features • Control Panel • Desktop and Taskbar • Files and Folders • Hardware • Help and Support Center • Networking • Office Applications • Performance and Maintenance • Troubleshooting 	<p>30</p>
<p>Computer Fundamentals – Win XP (Adaptive)</p>	<p>Measures basic knowledge of using a personal computer. The following areas are covered:</p> <ul style="list-style-type: none"> • Basic Windows Features • Control Panel • Desktop and Taskbar • Files and Folders • Hardware • Help and Support Center • Networking • Office Applications • Performance and Maintenance • Troubleshooting 	<p>30</p>
<p>Flash CS3</p>	<p>Measures knowledge of the following Flash CS3 topics:</p> <ul style="list-style-type: none"> • Action Script 3.0 • Animation and Tweening • Flash Interface • Publishing 	<p>55</p>

	<ul style="list-style-type: none"> • Runtime Environment • Sound and Video • Symbols and Library • Text 	
Hibernate 3.x	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Configuration and Integration • Criteria API • Hibernate Objects • Hibernate Query Language (HQL) • Interceptors and Events • Object/Relational Mapping • Performance Improvement • Relationships and Inheritance • Transactions and Concurrency 	55
HTML5	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Application APIs • Data Elements • Document Styling • Multimedia Elements • Page Structure • Resource Handling • Tags • User Interactions 	55
Microsoft Access 2002	Measures skills in using a database application.	30
Microsoft Access 2002 (Essentials)	Measures skills in using a database application.	30
Microsoft Access 2010 (Adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Automation and Integration • Data Manipulation • Database Concepts • Database Plan and Design • Forms and Data Input • Multi-User Issues • Reports and Data Output • Security • User Interface and Application Refinement • Visual Basic for Applications 	30
Microsoft Excel 2003	Measures skills in using a spreadsheet application.	30
Microsoft Excel 2003 (Essentials)	Measures skills in using a spreadsheet application.	30
Microsoft Excel 2007	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Measures skills in using a spreadsheet application 	30

	<ul style="list-style-type: none"> • Creating and Analyzing Data • Formatting Data and Content • Managing Workbooks and Worksheets • Printing and Views 	
Microsoft Excel 2007 (Adaptive)	<p>Measures knowledge of the following areas of the MS Excel 2007:</p> <ul style="list-style-type: none"> • Data Entry • Data Manipulation • External Data • Formulas/Functions • Graphics • Software Interface • VBA Interface • Web Interface 	30
Microsoft Excel 2010	<p>Measures knowledge and skills of the following Microsoft Excel 2010 topics:</p> <ul style="list-style-type: none"> • Applying Formulas and Functions • Creating and Analyzing Data • Formatting Cells, Data, and Content • Managing Workbooks and Worksheets • Presenting Data Visually • Printing and Views • Sharing, Maintaining, and Securing Workbooks 	30
Microsoft Excel 2010 (Adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Advanced User Features • Functions and Analytical Tools • Multiple Worksheets • Printing and Views • Privacy and Security • Tables and Graphics • Workbook and Worksheet Features • Worksheet Formatting 	30
Microsoft Excel 2013 (Adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Functions and Analytical Tools • Multiple Worksheets • Print and Views • Privacy and Security • Tables and Graphics • Workbook and Worksheet Features • Worksheet Formatting 	30
Microsoft Outlook 2003 Fundamentals (Adaptive)	<p>Measures knowledge of the following areas of the MS Outlook:</p> <ul style="list-style-type: none"> • Address Book • Journals and Notes 	30

	<ul style="list-style-type: none"> • Mail Management • Messages - Organization • Printing • Program Basics • Schedules and Calendars • Tasks 	
Microsoft Office 2010 Fundamentals (Adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Microsoft Excel • Microsoft Outlook • Microsoft PowerPoint • Microsoft Word 	30
Microsoft PowerPoint 2003 - Essentials	Measures skills in using a presentation application	30
Microsoft PowerPoint 2007 – Essentials	Measures skills in using a presentation application	30
Microsoft PowerPoint 2007 (Adaptive)	<p>Measures knowledge of the following areas of MS PowerPoint 2007:</p> <ul style="list-style-type: none"> • Animation and Slideshows • Content • Interface • Objects • Presentation Management and Delivery • Presentations • Proof and Review • Slide Setup and Presentation 	30
Microsoft PowerPoint 2010 (Adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Animation and Slideshows • Content • Interface • Objects • Presentation Management and Delivery • Presentations and Files • Proof and Review • Slide Setup and Preparation 	30
Microsoft PowerPoint 2013 (Adaptive)	<p>The following areas are covered:</p> <ul style="list-style-type: none"> • Animation and Slideshows • Content • Interface • Objects • Presentation Management and Delivery • Presentations and Files • Proof and Review • Slide Setup and Preparation 	30
Microsoft Windows XP	Measures skills in using Windows XP operating system.	30

Microsoft Windows XP - Essentials	Measures skills in using Windows XP operating system.	30
Microsoft Word 2003	Measures skills in using a word processing application.	30
Spring 2.5	The following areas are covered: <ul style="list-style-type: none"> • Data Blocks • Application Context • Aspect Oriented Programming • Bean Lifecycle • Database Access • Database Transactions • Dependency Injection • Inversion of Control • Testing • Web MVC 	30
Web Design Concepts	The following areas are covered: <ul style="list-style-type: none"> • Accessibility • CSS Knowledge • Design Process • HTML Knowledge • JavaScript • Search Engine Optimization (SEO) • Web Analytics • Web Usability • World Wide Web (WWW) Knowledge 	55
Web Development Concepts	The following areas are covered: <ul style="list-style-type: none"> • HTML • Cascading Style Sheets (CSS) • Internet Knowledge • JavaScript • Programming • Web Design • XML, Web Services and RSS 	55

Business Suite

Assessment Title	Competency Measured	Unit Value
Bookkeeping, Accounting, Auditing Clerk – Short Form	Data Entry Skills, Conscientiousness, Service Professionalism, Quantitative Ability, Drive for Success	40
Administrative Professional – One Sitting	Typing Skills, Conscientiousness, Composure, Professional Potential, Drive for Success, Customer Focus	40

Customer Service with Sales – One Sitting	Conscientiousness, Composure, Drive for Success, Service Professionalism, Sales Focus, Customer Focus	40
Customer Service – One Sitting	Conscientiousness, Composure, Drive for Success, Service Professionalism, Following Instructions, Customer Focus	40
Executive – One Sitting	Deductive Reasoning, Executive Potential, Leadership Professionalism, Drive for Results, Building Relationships, Self-Motivation, Business Acumen	109
General Entry Level – One Sitting	Goal Orientation, Learning Potential, Service Professionalism, Conscientiousness	40
Manager – One Sitting	Deductive Reasoning Ability, Management Potential, Professional Potential, Achievement, Flexibility, Confidence and Optimism, Thoroughness, Sense of Duty, Innovation, Influence, Independence	109
Manager + 7.0	Management Judgement, Verify Interactive - Deductive Reasoning, Willingness to Learn, Demonstrates Empathy, Maintains Good Working Relationships, Shares Knowledge and Guidance, Analyzes Information, Learns Quickly, Generates New Ideas, Uses Time Efficiently, Works to High Quality Standards, Adapts to Change, Controls Emotions, Achievement, Responsibility, Management Potential	126
Manager – One Sitting	Deductive Reasoning Ability, Management Potential, Professional Potential, Achievement, Flexibility, Confidence and Optimism, Thoroughness, Sense of Duty, Innovation, Influence, Independence	109
Manager 7.0	Management Judgement, Willingness to Learn, Demonstrates Empathy, Maintains Good Working Relationships, Shares Knowledge and Guidance, Analyzes Information, Learns Quickly, Generates New Ideas, Uses Time Efficiently, Works to High Quality Standards, Adapts to Change, Controls Emotions, Achievement, Responsibility, Management Potential	109
Professional/Individual Contributor – One Sitting	Deductive Reasoning Ability, Professional Potential, Achievement, Influence, Independence, Confidence and Optimism, Reliability	65

Project Manager – One Sitting	Verbal Ability, Achievement, Confidence and Optimism, Influence, Reliability, Professional Potential	65
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Solutions

Call Center Solutions

Assessment Title	Competency Measured	Unit Value
Contact Center Retention Predictor	This is a measure of background, experiences, attitudes, judgments, and opinions that are associated with job tenure in entry-level contact center positions. It is designed to assess a variety of factors affecting retention that are independent of job performance.	22
CRM Navigation	CRM Navigation measures the following competencies: <ul style="list-style-type: none"> • Computer comprehension • Computer navigation • Basic computer literacy 	22
Customer Care Simulation	The Customer Care Simulation tests measures the following areas: <ul style="list-style-type: none"> • Calls Per Hour Rate • Number of Repeats • Number of Correct Fields • Number of Incorrect Fields • Average Errors Per Call • Gross Keystrokes Per Hour • Gross Keystrokes Per Minute • Time Taken 	22

Contact Center Solutions

Assessment Title	Competency Measured	Unit Value
At Home Agent with Sales - Short Form (also available in 2 Sitting)	Navigation, Service Orientation, Tactful Problem Solving, Data Entry Speed, Data Entry Accuracy, Remote Work Potential, Professional Potential, Persistence, Multitasking Preferences	40
Contact Center – Agent – Advanced – One Sitting	Navigation, Service Orientation, Tactful Problem Solving, Data Entry Speed, Data Entry Accuracy, Learning Potential, Professional Potential, Persistence, Sales Potential	40
Contact Center - Sales Agent – One Sitting	Navigation, Service Orientation, Tactful Problem Solving, Data Entry Speed, Data Entry Accuracy, Persistence	40

Contact Center – Team Lead/Coach – One Sitting	Manager Problem Solving, Management Potential, Thoroughness, Reliability, Achievement, Innovation, Influence, Independence, Professional Potential	109
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Contact Center Simulation

Assessment Title	Competency Measured	Unit Value
Customer Service Phone Simulation	The Customer Service Phone Simulation is designed for entry-level positions in a contact center environment where the main focus is customer service. This simulation includes scenarios (call types) that involve providing assistance with a customer’s online account, and responding to a request to cancel a service.	40
Customer Service Phone Solution	The Customer Service Phone Solution includes the Customer Service Phone Simulation and two behavioral assessments: Achievement and Learning Potential.	40
Sales & Service Phone Simulation	The Sales & Service Phone Simulation is designed for contact center roles that involve sales or sales related behaviors such as recommending products or services and retaining customers. This simulation includes scenarios that allow the expression of sales-related behaviors, such as responding to customer objections, or noting the benefits of an offer or course of action.	40
Sales & Service Phone Solution	The Sales & Service Phone Solution includes the Sales & Service Phone Simulation and three behavioral assessments: Sales Focus, Achievement, and Learning Potential.	40

Healthcare Solutions

Assessment Title	Competency Measured	Unit Value
Healthcare Billing and Collections Agent – One Sitting	Motivation, Assertiveness, Responsibility, Data Entry Speed, Data Entry Accuracy, Navigation, Service Orientation, Tactful Problem Solving	40
Healthcare Service Associate – One Sitting	Following Instructions, Professional Potential, Motivation, Assertiveness, Responsibility, Patient Focus	40
Home Health Aide – One Sitting	Professional Potential, Emotional Resilience, Patient Focus, Motivation, Assertiveness, Responsibility	40

Nurse – One Sitting	Deductive Reasoning Ability, Professional Potential, Medical Terminology, Patient Management, Commitment & Responsibility, Interpersonal Facilitation, Work Focus	65
Nurse Leader – One Sitting	Verbal Ability, Accuracy, Assertiveness, Responsibility, Motivation, Innovation, Independence, Management Potential, Professional Potential	109
Nursing Assistant – One Sitting	Professional Potential, Emotional Resilience, Patient Focus, Motivation, Assertiveness, Responsibility	40
Technician/Technologist – One Sitting	Medical Terminology, Deductive Reasoning Ability, Professional Potential, Motivation, Assertiveness, Responsibility	40
Telenurse – One Sitting	Medical Terminology, Motivation, Assertiveness, Responsibility, Emotional Resilience, Professional Potential, Deductive Reasoning Ability	40
Transcriptionist – One Sitting	Data Entry Skills, Motivation, Assertiveness, Responsibility, Professional Potential, Medical Terminology	40

Hospitality Solutions

Assessment Title	Competency Measured	Unit Value
Event Sales Manager – One Sitting	Deductive Reasoning, Results Orientation, Assertiveness, Leadership Professionalism, Management Potential, Achievement, Confidence, Independence, Influence	109
Front Desk Associate – One Sitting	Quantitative Ability, Conscientiousness, Drive for Success, Composure, Service Professionalism, Customer Focus	40
Gaming Associate – One Sitting	Quantitative Ability, Conscientiousness, Composure, Drive for Success, Service Professionalism, Customer Focus	40
Gaming Manager – One Sitting	Quantitative Ability, Results Orientation, Assertiveness, Management Potential, Leadership Professionalism, Achievement, Flexibility, Thoroughness, Sense of Duty, Independence, Influence, Innovation	109
Guest Services Associate – One Sitting	Verbal Ability, Achievement, Composure, Confidence and Optimism, Reliability, Independence, Influence, Customer Focus, Service Professionalism	40

Hospitality Manager – One Sitting	Deductive Reasoning, Director Judgment, Director Potential, Leadership Professionalism, Drive for Results, Building Relationships, Self-Motivation, Business Acumen	109
Hospitality Retail Associate – One Sitting	Retail Sales and Service, Conscientiousness, Achievement, Confidence and Optimism, Influence, Service Professionalism	40
Host – One Sitting	Composure, Drive for Success, Conscientiousness, Service Professionalism, Customer Focus	40
Prep/Line Cook – One Sitting	Conscientiousness, Drive for Success, Service Professionalism	40
Reservation Agent – One Sitting	Navigation, Service Orientation, Tactful Problem Solving, Data Entry Speed, Data Entry Accuracy, Drive for Success, Conscientiousness	40
Restaurant Manager – One Sitting	Deductive Reasoning, Leadership Professionalism, Management Potential, Customer Focus, Achievement, Flexibility, Confidence, Thoroughness, Sense of Duty, Independence, Innovation, Influence	109
Restaurant Supervisor – One Sitting	Quantitative Ability, Management Potential, Leadership Professionalism, Customer Focus, Achievement, Reliability, Thoroughness, Independence, Influence	109
Server – One Sitting	Composure, Drive for Success, Conscientiousness, Sales Focus, Customer Focus, Service Professionalism	40
Service Associate – One Sitting	Conscientiousness, Drive for Success, Following Instructions, Service Professionalism, Customer Focus	40
Service Supervisor – One Sitting	Deductive Reasoning Ability, Leadership Professionalism, Management Potential, Customer Focus, Achievement, Flexibility, Confidence and Optimism, Thoroughness, Sense of Duty, Independence, Influence, Innovation	109
Support Associate – One Sitting	Conscientiousness, Drive for Success, Following Instructions, Service Professionalism, Customer Focus	40
Support Supervisor – One Sitting	Deductive Reasoning Ability, Leadership Professionalism, Management Potential, Achievement, Reliability, Thoroughness, Independence, Influence, Innovation	109

Insurance Solutions		
Assessment Title	Competency Measured	Unit Value
Claims/Customer Service Representative – One Sitting	Navigation, Service Orientation, Tactful Problem Solving, Data Entry Speed, Data Entry Accuracy, Professional Potential, Contact Center Retention	40
Insurance Account Manager – One Sitting	Persistence, Sales Potential, Professional Potential, Drive for Results, Self-Motivation, Business Acumen	65
Insurance Administrative Assistant – One Sitting	Achievement Orientation, Typing Skills, Conscientiousness, Customer Focus	40
Insurance Agent – One Sitting	Persistence, Sales Potential, Customer Focus, Professional Potential	65
Insurance Claims Agent – One Sitting	Data Entry Skills, Achievement Orientation, Conscientiousness, Achievement, Influence, Reliability	40
Insurance Director – One Sitting	Director Potential, Director Judgment, Drive for Results, Building Relationships, Self-Motivation, Business Acumen	109
Insurance Sales Manager – One Sitting	Management Potential, Professional Potential, Thoroughness, Reliability, Achievement, Innovation, Influence, Independence	109
Senior Insurance Agent - One Sitting	Screening (Unproctored), Sales Potential, Professional Potential, Drive for Results, Self-Motivation, Business Acumen, Senior Sales Retention	65
Precise Fit Solutions		
Assessment Title	Competency Measured	Unit Value
Precise Fit Entry Level Customer Service Solution (Retail / Contact Center) *Mobile-ready	Adapts to Change, Controls Emotions, Copes with Uncertainty, Creates a Positive Impression, Customer Focus, Improves Own Performance, Listens Effectively, Maintains Good Working Relationships, Shows Courtesy, Strives to Achieve, Understands Others	20
Precise Fit Entry Level Customer Service Solution (General) *Mobile-ready	Customer Focus, Learning Potential, Responsibility	20

Precise Fit Entry Level Sales Roles Solution *Mobile-ready	Controls Emotions, Copes with Uncertainty, Creates a Positive Impression, Generates New Ideas, Listens Effectively, Maintains Good Working Relationships, Persuades Others, Sales Focus, Strives to Achieve, Thrives Under Pressure, Understands Others	20
Precise Fit Entry Level Technical Support Solution *Mobile-ready	Controls Emotions, Copes with Uncertainty, Customer Focus, Demonstrates Empathy, Generates New Ideas, Listens Effectively, Maintains Good Working Relationships, Strives to Achieve, Thrives Under Pressure, Understands Others, Works Autonomously	20
Precise Fit Entry Level Cashier Solution *Mobile-ready	Customer Focus, Accepts Direction, Adapts to Change, Complies with Rules and Regulations, Creates a Positive Impression, Maintains Good Working Relationships, Shows Courtesy, Understands Others, Works Energetically, Works to High Quality Standards,	20
Precise Fit Entry Level Hotel Front Desk Solution *Mobile-ready	Controls Emotions, Creates a Positive Impression, Customer Focus, Generates New Ideas, Listens Effectively, Maintains Good Working Relationships, Shows Courtesy, Strives to Achieve, Thrives Under Pressure, Understands Others	20

Retail Solutions

Assessment Title	Competency Measured	Unit Value
Cashier – One Sitting	Conscientiousness, Retail Professionalism, Customer Focus	40
District/Regional Manager	Director Potential, Director Judgment, Retail Professionalism, Business Acumen, Drive for Results, Building Relationships, Self-Motivation	109
Retail Consultant – One Sitting	Conscientiousness, Persistence, Sales Potential, Professional Potential, Customer Focus	65
Retail Manager with Sales – One Sitting	Management Potential, Persistence, Sales Potential, Retail Professionalism, Thoroughness, Reliability, Achievement, Innovation, Influence, Independence	109
Retail Sales and Service Simulation	Retail Sales and Service Effectiveness	22
Retail Sales Associate – One Sitting	Conscientiousness, Sales Focus, Professional Potential, Customer Focus	40

Stock Clerk – One Sitting	Conscientiousness, Retail Professionalism, Learning Potential, Achievement Orientation	40
Store Manager – One Sitting	Management Potential, Problem Solving, Retail Professionalism, Thoroughness, Reliability, Achievement, Innovation, Influence, Independence	109
Technical Sales Associate – One Sitting	Conscientiousness, Sales Focus, Retail Professionalism, Customer Focus, Achievement Orientation, Learning Potential	40

Sales Solutions

Assessment Title	Competency Measured	Unit Value
Account Manager – One Sitting	Persistence, Sales Potential, Professional Potential, Customer Focus, Sales Drive, Confidence and Independence	65

Telecoms Solutions

Assessment Title	Competency Measured	Unit Value
Installation and Repair Technician – One Sitting	Achievement, Confidence and Optimism, Conscientiousness, Customer Focus, Deductive Reasoning Ability, Service Professionalism	40
Network Engineer/Analyst – One Sitting	Achievement, Confidence and Optimism, Deductive Reasoning Ability, Independence, Influence, Professional Potential, Reliability	65
Sales Engineer – One Sitting	Deductive Reasoning, Professional Potential, Sales Potential, Senior Sales Retention	65

Workplace Safety Solution

Assessment Title	Competency Measured	Unit Value
Workplace Safety Solution	Achievement, Collaboration, Compliance, Confidence, Reliability, Safety Judgment, Safety Orientation	40