

Frequently Asked Questions

Concerning Work Skills First Employment Tests

1. What is an employment test?

An employment test is an examination used to screen job applicants for employment. Work Skills First, Inc. offers employment tests for a wide variety of jobs. Visit our Products page to view information about our employment tests. All our tests are developed by highly trained staff holding doctorate degrees in industrial psychology.

2. How do I get started?

To get started, you need to apply for an account. The account is free. Also, you may administer up to 10 tests per month for free. After 10 tests, you will be charged for each test administered consistent with the price information on the Products page. We only approve account applications for employers.

3. Why do you allow employers to use 10 tests FREE per month?

Many small businesses have limited need for employment tests because they hire so few employees. Also, small businesses typically do not have any human resource staff with the skills to develop employment tests. We would like to help you with your business by providing you with 10 free employment tests per month to help your business grow. By hiring good employees screened using our tests, we hope that your business will expand enough that you will need to use more than 10 tests per month. We also hope that you will be sufficiently happy with this testing service, that you will tell your friends at other companies.

4. Can my job applicants take a test from any location?

It is best if an applicant takes the test at your organization so that you know the identity of who is taking the test. However, our system permits you to use unproctored testing (give an applicant an Applicant ID so that they can take the test from home or from any location that has internet access). We recognize that you may need to do this, but we wish to share our concerns about testing people when you cannot verify who is actually taking the test. Is it your applicant or is it the applicant's smart cousin Vinny?

The other concern with unproctored testing is that for some tests, the applicant can look up an answer to the test question. For example, the WSF General Cognitive Ability Test contains vocabulary items whose meaning could be obtained from an on-line dictionary. Similarly, math questions may be answered with a calculator provided on most computers. This is less of a problem for the Judgment at Work tests and the Language-Free Personnel Test because there is no ready resource to look up answers.

5. How do I get my job applicant to take one of your tests?

If you have an account, sign into the account. You are then presented with the WSF USER MENU. Click on the “Assign Test(s)” menu option. Provide one or more applicant names and identify the tests that the applicant(s) is to take. You will receive an e-mail listing the applicant(s) name and the assigned Applicant ID number(s). You can also use the “View Report” menu to see the applicant names, and each applicant’s ID.

From the home page, the applicant will click the “Test Me” button and enter the Applicant ID. The test (or tests) will be administered and a score report will be sent to the e-mail address provided when you signed up for the account.

If you do not wish to provide the applicant names, you can use surrogate names such as Applicant 1, Applicant 2, etc. The test score report will use the name that you provide. If you use surrogate names, be sure to keep a record of who was assigned which surrogate name so that you know which score report corresponds with which applicant.

6. How quickly will I get the applicant’s score report?

The tests are scored automatically and an e-mail will be sent immediately to the e-mail address in your account profile. If the score report is not received within about three minutes, you are likely experiencing a slow internet connection somewhere between our server and the server that hosts your internet service.

Two most likely reasons you do not receive a score report are: (1) The score report was sent to the e-mail account designated in your profile but you are looking in a different e-mail account; (2) Your score report is in your spam folder. You need to adjust your spam folder settings to receive the e-mails sent to you.

Work Skills First, Inc. receives a duplicate copy of every score report. If you have not received the score report, we will send you a copy. We periodically purge our system of all duplicate score reports and all records associated with your company.

If you do not know the e-mail address to which the score reports are sent, sign in to your account and use the Edit Profile menu, to see the e-mail address to which the score report was sent. You can also use the Edit Profile menu to change the e-mail address to which the e-mail was sent.

7. Can I have the applicants' test reports sent to more than one e-mail address?

No, we send the report to only one e-mail address. However, you may use your company's e-mail system, to automatically forward the e-mail to all who should receive it. Or you could create an e-mail account solely to receive the test score reports and give the necessary parties the information needed to access that e-mail account.

8. Can I change the e-mail address to which a score report is sent?

Yes. Sign into your account and from the WSF USER MENU, select Edit Profile. You can change the e-mail to which the test score reports are sent. You can also change your password or most any other element of information, except your user name.

9. Can I change my user name?

No. If you want to use a different user name, you need to open a new employer account. You may keep the original account or ask us to delete your original account.

10. Can I set up multiple accounts?

Yes, you can set up multiple testing accounts. Employers may wish to do this if they have multiple locations and wish a separate account for each location.

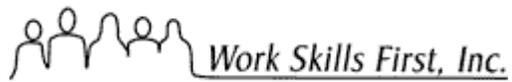
11. How do I pay for the tests that I administered to my applicants?

We bill you monthly. You may pay by check or you may pay by credit card using the Make a Payment menu. Once we process your credit card payment, we remove your credit card information from our system. Thus, you need to reenter your credit card information each time you make a payment. Yes, it is a little bit of extra work for you, but it helps keep your credit card information secure.

12. What is your privacy policy?

We do not share your data with anyone. We do not keep your credit card information any longer than it takes to process the credit card transaction. We periodically erase the information on your tested applicants from our system and do not store it at all. We periodically erase the duplicate score reports that we receive.

Unless you tell us otherwise, we keep your applicants' data that we remove from our web site in a secure manner. We keep your company name and the Applicant IDs and the responses to the test questions but we do not keep the applicant names. On request, we can provide you with an analysis of the data that was collected on your applicants. This permits you to develop normative information for your applicants. For example, it would permit you to see the



804-277-9730
Info@workskillsfirst.com
www.workskillsfirst.com

percentage of your applicants who score above any given test score. This information can be useful in setting passing scores on tests.

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If you have a question not address above, please e-mail or call us.