

Knowledge & Skills:
Identify People who will be
Productive from Day One

“ The tests adapt to the boundaries of the test taker’s knowledge – a key feature for any organisation that wants an accurate, unbiased snapshot of critical employee skills. ”

NASA

Reduce Time to Competence

Education and experience are often poor predictors of job performance. They won't necessarily tell you whether your entry-level candidates have enough basic business understanding to pull their weight from the first day. Nor whether your IT professional is really as adept at ASP.NET as it says on the CV.

CEB's SHL Talent Measurement Skills Tests help you identify people with the required IT, clerical or business-essential skills, or those who will need training. They are invaluable for any role where you need to be sure your candidates have the skills they need to be productive from day one.

Find out, for example:

- Which candidates are proficient at Microsoft Office
- Which candidates understand business vocabulary and mathematics
- Which candidates can type well, write a business letter or give a presentation
- Which candidates can design a web page, classify or proofread
- Which technical support candidate will know how to fix your network

Our Skills Portfolio

Our Skills Tests are available in three broad categories:



Clerical Skills Tests



Business-essential Skills Tests, including software use



IT Professional Skills Tests

This brochure describes the tools used by our clients to help them accurately predict how a candidate or employee will perform in a given role, based on their preferred behaviours, motivation and character traits.

A Choice of Formats

A variety of test formats is available, depending on what is being measured. Those assessing knowledge are typically text based. Tests measuring more practical skills, such as a proficiency in Microsoft Office or split-screen typing, often simulate the applications concerned. If you need to measure skills for a specific role, we can also deliver highly realistic and immersive multimedia scenarios, such as for contact centre or retail sales positions.

Understand Skills, Potential and Role Suitability

Part of a Family of Solutions

Skills tests ensure your new hires and employees have the basic skills they need to deliver value from the start. By combining skills tests with personality and ability assessments, we can help you understand their potential and long-term suitability for your role and organisation. Offering a single, seamless measurement solution for all your recruitment and development needs, we can ensure your people have the potential to deliver long term value to your organisation.

Clear, Easy-to-Use Skills Reporting

A report is generated for each candidate. This may include a proficiency level, on a scale from 1 to 5, or a percentile score, which shows the percentage of candidates from a comparison group that he or she outperformed. The reports also give a breakdown of the areas that are particular strengths or challenges.

Clerical Skills Tests

These tests are designed to identify people with the basic skills required for entry-level clerical and administrative roles. They enable you to assess skills in areas such as written English, grammar and spelling, reading comprehension and letter-writing, as well as the ability to type or enter alphanumeric data quickly and accurately.

Typical Tests from Our Clerical Skills Portfolio:

Business Communications Writing Sample – General: Candidates are asked to complete written answers to job-related scenarios and scored using detailed, standardised guidelines.

Business Letter Compose

Measures typing ability, spacing and formatting, text errors and spelling mistakes.

Data Entry Alphanumeric

Measures ability to accurately enter information into fields within a simulated computer screen.

English Vocabulary

Designed for all English speakers, measures vocabulary including analogies, challenging words, foreign words used in English, professional terms.

Typing

Measures speed and accuracy in typing text into a computer.

Written English

Designed for those who speak English as a second language. Measures knowledge of English grammar and English reading comprehension.

Business-essential Skills Tests

Designed to identify those with the key business skills – both general and job-specific – necessary to quickly add value in a new role. These tests enable you to assess skills in areas such as business mathematics and vocabulary, marketing concepts, an understanding of computer fundamentals and an ability to use Microsoft Office software effectively.

Typical Tests from Our Business-essential Skills Portfolio:

Business Maths

Designed for all professionals, this test measures knowledge of areas such as calculating mark-up and mark-down percentage, interest, invoicing and net/gross.

Business Vocabulary

Measures ability to correctly identify words common in business communications.

Marketing Concepts

Designed for all professionals, this test measures knowledge of the core areas of marketing, including Advertising and Sales Promotion, Buying Behaviour, Demographic Decision-Making etc.

Presentation Skills

Measures knowledge of concepts of preparing, delivering and evaluating a presentation.

Microsoft Excel Essentials

A simulation that evaluates knowledge in areas such as sorting and filtering data, entering basic formulas and inserting and labelling charts.

IT Professional Skills Tests

With technology changing so quickly, keeping IT skills up-to-date is an ongoing challenge, for both organisations and job candidates. Our IT skills tests enable IT support functions and technology service providers to identify those who are proficient across a wide range of disciplines. The tests include assessments of ability in programming languages such as Java or C#, key capabilities such as Windows Server and Software Testing, or broader knowledge areas such as Networking Concepts or Server Administration.

Typical Tests from Our IT Professional Skills Portfolio:

ASP.NET

Designed for experienced developers, this test measures knowledge of programming in the .NET environment.

Computer Technical Support

Designed for technicians with hands-on experience, this test measures ability to set up and maintain PCs.

Software Testing

Designed for experienced software testers, this test measures knowledge of the process used to test the security and quality of developed computer software.

Technical Help Desk

Designed for experienced help desk professionals, this test measures knowledge of core end-user problems using common office software on the Windows NT and Novell platforms.

Storage Area Networks (SAN) Concepts

Designed for experienced system administrators, storage administrators and system architects/engineers, this test measures knowledge of implementing, maintaining and architecting storage area networks.

IT Professional Certification from Brainbench

Our Brainbench offerings provide a valuable certification programme covering today's in-demand IT job functions. Brainbench skill tests help customers:

- Boost IT training ROI
- Differentiate their IT skills assets
- Establish IT skills accountability
- Ensure information security awareness
- Speed self-improvement

Developed using the O*NET classification system of the US Department of Labor, a Brainbench job certification gives individuals the edge in a competitive jobs market. Employers can use Brainbench certifications to test current or future employees for their knowledge and IT skills to determine needed skill development and training.

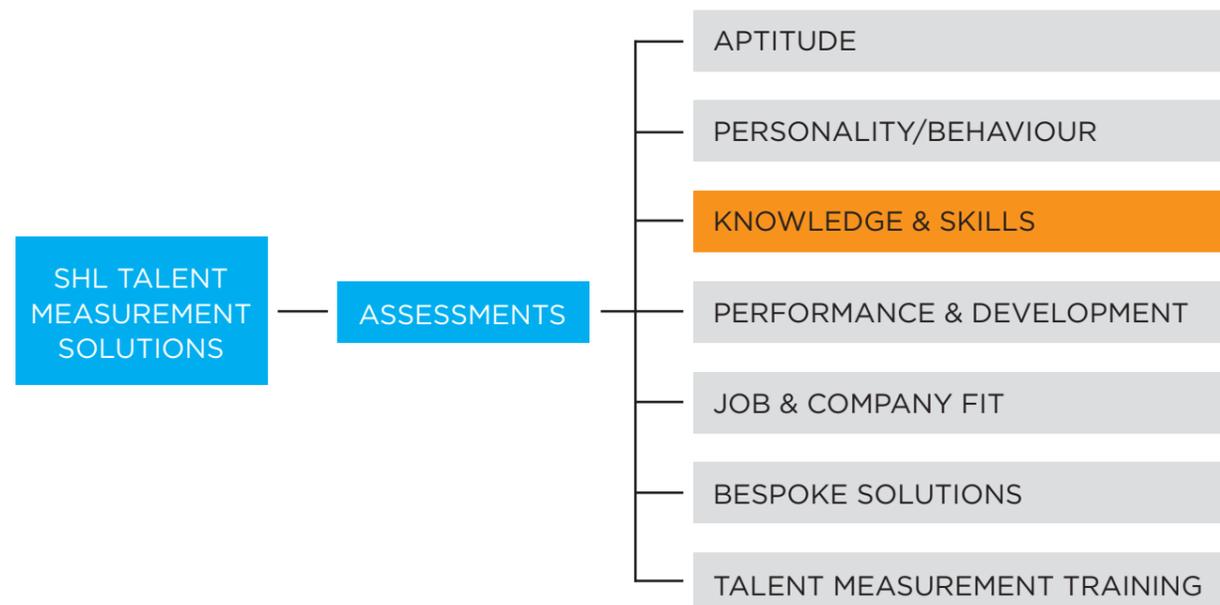
Brainbench offers more than 600 different assessments within a technology platform designed to support employee development at the job role level. Hundreds of employers use its technology to help their employees quantify their skills, link to learning resources, and qualify in job roles that meet the specific needs of the organization.

For more information visit www.brainbench.com.

Why use CEB's SHL Talent Measurement Solutions?

CEB's SHL Talent Measurement Solutions is an important part of our Integrated Talent Management Services. We offer science-based assessments, benchmark data, technology and consultancy services to help organisations assess, select and develop the right people for the right roles. SHL Talent Measurement Solutions deliver the following:

- Verifiable business results - through improved hiring and development decisions and greater alignment of people with strategy
- Solutions based on insights and best practices from the most successful companies and the world's largest source of data on people at work, drawn from 30 million assessment results a year
- Global presence, local flexibility - with assessments delivered in more than 30 languages and 150 countries worldwide
- Over 30 years' global assessment innovation and expertise
- The experience of working with leading organisations, including over 80% of the Financial Times Stock Exchange (FTSE), 50% of the Global Fortune 500 and over 50% of the Australian Stock Exchange
- Certified to ISO 9001 and ISO 27001 quality management and security standards



“ Now we can make sure that the right people with the right skills and behaviours are in the right place at the right time. ”

Coca-Cola

A Choice of SHL Talent Measurement Solutions Delivery Options:

- **Self-service** – we give you direct access to our online assessments
- **Managed services** – we administer and deliver the assessments on your behalf
- **Customised** – we implement your own in-house system or delivery website, including your own branding if required.
- **Integrated** – We integrate our assessment portfolio seamlessly into your chosen recruitment, applicant tracking or talent management system.

For more information on how CEB's SHL Talent Measurement Solutions can help your organisation, speak to your account manager or email us at info@shl.com

About CEB

CEB is the leading member-based advisory company. By combining the best practices of thousands of member companies with our advanced research methodologies and human capital analytics, we equip senior leaders and their teams with insight and actionable solutions to transform operations. This distinctive approach, pioneered by CEB, enables executives to harness peer perspectives and tap into breakthrough innovation without costly consulting or reinvention. The CEB member network includes more than 16,000 executives and the majority of top companies globally.

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