

User Guide Skills tests



Everything you need to know
to get started with
Assessio Bloom's skills tests



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1. Introduction

1.1 What are skills?

Skills indicate what someone is skilled at. They are usually learnable, although the extent to which this is possible varies. Examples of skills are typing and spelling skills.

1.2 What skill tests are available?

There are several tests available that examine various types of skills. If you want to get a broader picture of a person's skills, you can use multiple skills tests to get a sharp and objective picture of the candidate's qualities.

Overview of the skills tests offered by Assessio Bloom, which are covered in this guide:

- **QNN Accuracy**
- **QTN Typing Skills**
- **QTEN English Language Test**
- **QMN Multitasking**
- **QKTG Short-Term Memory**

You will find a brief description of the content, the purpose of use, the result and when you can best use the test. The test instruction or sample question is also given.

1.3 Norms

The results were obtained by comparing the scores with those of a norm group. A norm group is a large group of people who have taken the test before. For the standardization of the skill tests, a general comparison group was used for most tests. This standard is called 'standard'. In tests where this is different, this is explicitly stated. A test participant's results are expressed on a scale of 1 through 4, from weak to strong. A score of 1 means that the test participant's score is equal to that of the 15% lowest scorers in the comparison group. A score of 2 means that the score falls between 16% and 40% lowest scores in the comparison group, the score of 3 falls between 41% and 75% of the comparison group and the score of 4 belongs to the 25% highest scorers. For tests where the format is different, this will be stated with the test. As a guideline, a score of 1 is considered unsatisfactory and a score of 3 or 4 is considered sufficient. A score of 2 is a matter of doubt, in which scores on other tests and/or personal characteristics of the candidate (e.g. work experience, motivation) should be taken into account in the decision.

2. QNN Accuracy

60 questions, 3 minutes

Description QNN Accuracy

Accuracy is a test that can be used to investigate whether a candidate can work quickly and accurately in administrative tasks. In the test, the candidate has to compare meaningless combinations of letters and numbers. Each assignment consists of five combinations of two letters and/or numbers. The answer options also include five combinations. The candidate must click on the combination that does not appear in the exercise. In the time set aside for this part, the candidate will probably not be able to complete the exercises from the test, but the candidate must try to get as far as possible.

What does QNN Accuracy measure?

Above all, it relies on working efficiently under pressure on a relatively unknown task that can easily get confused. Concentration therefore also plays an important role in this test.

Result

The norm used is a standard norm. The scoring options are: (1) low, (2) below average, (3) average and (4) high.

When to use

The skill examined by Accuracy is especially important in various administrative tasks that involve organizing, sorting, coding, checking, and so on. Think of order picking and other warehouse work, among other things. This test is mainly used for intake.

Sample question

Instruction Q1000 Accuracy

Each assignment consists of five combinations of two letters and/or numbers.

The answer options also include five combinations. You must click on the combination that does not appear in the assignment.

An example:

aA aB BA Ba bB

1. BA
2. Ba
3. Bb
4. aA
5. aB

If you compare the answer options with the assignment, you will see that the combination Bb does not appear in the assignment. The correct answer is Bb (option 3).

3. QTN Typing Skills

5 exercises, 40 seconds per exercise, 5 minutes total examination time.

Description QTN Typing Skills

The test consists of five texts that the candidate has to retype as quickly as possible.

What does QTN Typing Skills measure?

This test has been developed to map typing skills. After the candidate has retyped the last text, the scores are calculated. It is important to make the test not only fast but also accurate. The test is designed so that only a very fast typist can enter all the text. Entering a limited part of the text can already yield a good score.

Result

The number of keystrokes per minute and the percentage of good is reported. These are combined for the total score. Here, no comparison is made with a norm group, but a combination of speed and accuracy is used to interpret the total score. There are four possible results:

1. **Weak:** Less than 100 keystrokes per minute, or a typing speed between 100 and 150 and more than 3% errors.
2. **Moderate:** Between 100 and 150 keystrokes per minute and a maximum of 3% errors. Or the typing speed is (much) higher, but with (much) more errors.
3. **Basic level:** Between 150 and 200 keystrokes per minute and the number of errors is up to 3%. Or the typing speed is higher, but the error rate is between 3% and 6.5% errors.
4. **Expert level.** More than 200 keystrokes per minute and less than 1% of them are wrong.

When to use

Typing skills are important in various positions, especially if there is a lot of fast computer work to be done.

Test instruction

Instructions Q1000 Typing skills

How are your typing skills? Do you type quickly or slowly, do you make few or many mistakes? This test provides insight into that.

The test consists of five questions. For each question, a text will appear on the screen. **Type this text into the box below.** You have limited time. Try to type as much of the text as possible within the time limit. The time limit is the same for all questions.

Once the available time has passed, an 'OK' button will appear. To proceed to the next item, press 'OK' first, and then 'Next'. This gives you the opportunity to pause between two texts.

Your scores will be calculated after the last text. There are scores for speed and for accuracy. It is important to type **both quickly and accurately**. The test has been designed in such a way that only a remarkably fast typist can enter the entire text. Entering part of the text may already give you a good score.

Don't use browser options such as 'back', or 'refresh', for this will disrupt the test. This may result in incorrectly recorded answers.

4. QTEN English Language Test

72 questions divided into 6 parts, 30 seconds per question, 30 minutes in total.

Description QTEN English Language Test

QTEN English Language Test provides insight into the command of the English language, with attention to understanding and correct writing (spelling and grammar), but also to the correct use of words in their (social) context. The focus is exclusively on written language skills. Speaking and listening skills are not tested.

What does QTEN English Language Test measure?

The test has six sections, three in the area of basic knowledge (vocabulary, grammar and syntax) and three in the application of the English language. Each section has 12 questions.

- **Verbs:** the correct application of tenses and conjugations of English verbs.
- **Vocabulary:** understanding what a word means in the sentence, knowing synonyms.
- **Words in context:** Being able to fill in missing words correctly, such as the correct preposition.
- **Expressions:** Be able to use English proverbs and expressions correctly.
- **Social conventions:** knowing what a correct formulation is, given the situation.
- **Reading comprehension:** being able to draw correct conclusions based on the text.

Result

The final score is based on the Common European Framework of Reference for Modern Foreign Languages. This is divided into levels A1 to C2. The test gives a score for the passive knowledge of levels A1 to B2. The total score ranges from A1 to B2+. In addition, the level of each of the six components is indicated (A1, A2, B1 or B2). Level C is not measured.

Example of an overview of scores:

Overview scores

	Total score			
	A1	A2	B1	B2
Verbs	A1			
Vocabulary	A1			
Words in context	A1			
Expressions	A1			
Social conventions		A2		
Reading comprehension		A2		

Explanation of the levels:

Level A: Basic User

A1 Can understand and use familiar everyday expressions and basic phrases aimed at satisfying concrete needs. Can introduce themselves to others and can ask and answer questions about personal details such as where they live, who they know and things they own. Can respond in a simple way, provided the other person speaks slowly and clearly and is willing to help.

A2 Can understand phrases and frequently occurring expressions related to matters of immediate relevance (e.g. personal data, family, shopping, local geography, work). Can communicate in simple and everyday tasks that require a simple and direct exchange on familiar and everyday issues. Can describe in simple terms aspects of one's own background, immediate environment and issues in the field of immediate needs.

Level B: Independent User

B1 Can understand the main points from clear standard texts on familiar matters that occur regularly at work, at school and in leisure time. Can cope with most situations that may occur when traveling in areas where the language is spoken. Can produce a simple running text on topics that are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and can briefly give reasons and explanations for opinions and plans.

B2 Can understand the main idea of a complex text, on both concrete and abstract topics, including technical discussions in one's own field. Can respond fluently and spontaneously enough to allow normal exchange with native speakers without any effort on the part of either party. Can produce clear, detailed text on a wide range of topics; can set out a point of view on a current issue, discussing the advantages and disadvantages of various options.

When to use

The test is particularly suitable when it is desirable to estimate the level at which one masters the English language and or when it is necessary to assess whether one still needs training to achieve the desired level. However, skills such as writing, listening and speaking are not examined in this test.

Sample question

Vul het juiste woord of de juiste woorden in.

He coffee while he was driving his car

1. was drinking
2. is drinking
3. had drunk
4. have drunk

5. QMN Multitasking

6 exercises, examination time about 45 minutes.

Description QMN Multitasking

QMN Multitasking is intended to investigate whether someone has the ability to listen to spoken information fluently and at the same time to process this information correctly on a "form" on the screen. The test consists of voice messages. For each voice message, the test participant has an input form in front of him that must be completed. The test participant also has the option to look up additional customer information on information screens. Once he or she has viewed the form and the information screens, the message can be started. During the message, you must start filling in the entry form as completely as possible. Only a short time after the end of the message is the time up. The assignments are varied in character; For example, they take place at a mail order company, a travel company, a company that provides loans, and so on.

What does QMN Multitasking measure?

This test appeals to listening skills, the dexterity of digital forms, the ability to switch between applications, the search for information and also the ability to perform these different tasks at the same time without errors under time pressure.

Result

In this test, the standard is based on a group of candidates who took the test in the context of a position at a Contact Center. This norm group consists of a broad group, the majority of whom have followed a course at MBO level 3-4. One (total) score is determined. The score shows how many correct answers were given compared to the norm group. The percentage of errors made is taken into account in the score.

Here too, the scores are divided into categories (1 to 4, from low to high).

When to use

This test is very suitable for use for positions in Contact Centers. In a Contact Center, you are expected to be able to perform multiple tasks at the same time. A lot of information comes from various sources. You must therefore be able to combine information that is offered at the same time and process it directly into a correct choice or input; so be able to perform multiple (information processing) tasks at the same time.

The test is mainly used for intake issues but can also be used in other situations. Test participants with a score ranging from fair to good can be expected to be immediately deployable in a contact center.

Example question QMN Multitasking

Furniture

You work in a furniture store. A customer has problems with a delivered order. Fill in as much of the requested information as you can.

Play

The voice message will start when you press Play. You can only play this message once.

Before pressing Play, carefully read the requested information, including the pages containing additional information.

NOTE: This is a PRACTICE EXERCISE. The results of this first exercise do not count in the final result.

Customer information

Logistical information

Customer details

Customer number

E-mail

Products

Product 1

Type number (product 1)

Dimensions (product 1)

Postal code (enter without spaces,
e.g. 1234AA)

Town

Product 2

Type number (product 2)

Dimensions (product 2)

6.QKTG Short-Term Memory

2 sets of 10 questions, total time 5 minutes

Description QKTG Short-Term Memory

QKTG Short-Term Memory is a cognitive test that provides insight into the candidate's short-term memory and ability to concentrate. Candidates are shown a set of pictures and shortly afterwards have to choose the one they have seen earlier in the set from three pictures.

What does QKTG Short Term Memory measure?

Short-term memory provides insight into active memory, the extent to which someone can actively retain information for a short period of time. Based on the results, a statement can be made about how easily someone can remember something (for a short period of time) and remember it. This plays an important role in problem-solving, decision-making, learning, and overall functioning. A good short-term memory is very relevant for tasks related to checking, among other things.

Result

In order to interpret the scores, a comparison was made with a norm group. The scoring options are: (1) low, (2) moderate, (3) average and (4) high. A score of 1 means that the test participant's score is equal to that of the 15% lowest scorers in the comparison group. A score of 2 means that the score falls between 16% and 40% lowest scores, the score of 3 falls between 41% and 75% and the score of 4 is among the 25% highest scorers. As a guideline, a score of 1 is considered unsatisfactory and a score of 3 or 4 is considered sufficient. A score of 2 is a matter of doubt, in which scores on other tests and/or personal characteristics of the candidate (e.g. work experience, motivation) can be taken into account in the final assessment.

When to deploy?

Q1000 Short-term memory is especially suitable for inflow issues. A well-functioning short-term memory is important for different types of work. This concerns activities in which it is important that information can be retrieved quickly and accurately from the memory and where one must be able to maintain concentration, such as being able to remember article names, codes, telephone numbers, routes or locations.

Instruction

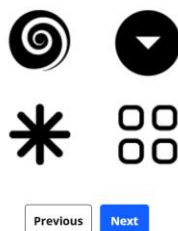
Q1000 Short-term memory

This test measures your short-term memory. Do you have a good memory? Are you able to remember images?

You will be shown a collection of different images. You will have 30 seconds to remember them. Then you will be shown 10 questions, each with three images. Choose the image you saw in this collection.

Practice first!

Concentrate. Memorise the images below. Look at them for about 10 seconds. Then click "next" for the sample question.



7. About the tests

9.1 Possibilities and limitations

The skills tests described are designed to be used in a work setting. They are mainly used for adults who work or are looking for (other) work, i.e. in entry and transfer decisions. They are therefore aimed at the Dutch working population. We do not have information on the usefulness of the skills tests in children and adolescents (i.e., individuals under 18 years of age) or seniors (i.e., adults over 65 years of age).

In terms of language use, the clear wording makes the tests suitable for presenting to people within a wide range of education levels and (cultural) backgrounds. However, it must be considered that a low level of intelligence or a poor command of the Dutch language (e.g. a command of the Dutch language, which in terms of the Common European Framework is lower than A2+) hinders the understanding of the questions. A meaningful interpretation of the test scores is made difficult for this. We assume level B1 or higher.

9.2 Authorized Users

The skills tests may only be used and interpreted by people who have followed an (online) training for this purpose. Tests are an important tool in advising and selecting individuals. The results can have far-reaching consequences for the candidates. It is therefore very important that tests are applied carefully. As a competent test user, you are expected to use tests in a correct, professional and ethical manner. It is important to pay due attention to the needs and rights of those involved in the testing process, to the reasons for testing and to the broader context in which testing takes place. This is only possible if you, as a test user, have sufficient knowledge of and insight into tests and test use.

An authorized user is expected to:

- can use the tests and questionnaires that make up the scan in a practical way, i.e. create a file, prepare the test for a candidate, know where the results can be viewed, generate reports;
- is familiar with basic statistical and technical concepts, in particular reliability and the use of comparator groups (standards);
- is aware of the possibilities and limitations of personality questionnaires and can deal with them in practice;
- know the measurement pretension of the tests (i.e. the components and meaning of the scales and what they are intended to measure);
- can interpret test scores based on the reports and by their own analysis of scale and item scores;
- can provide correct feedback on test results to candidates;
- is aware of common professional ethical rules and can translate them to their own work situation.