Online Skills Testing and Simulation

Online Skills Tests

SHL offers over 1,000 pre-employment tests and selection tools covering most jobs in most industries through a single platform. Using SHL’s skills assessments during the selection process will help you evaluate a candidate’s job readiness. These assessments have been proven over time to accurately identify candidates’ strengths and weaknesses in relation to a specific knowledge or skill area. This can be especially important in jobs where there is little or no training time available. These assessments may also be used to measure a current employee in order to support job development.

Simulations

SHL offers a large number of online simulations that provide a realistic method of assessing candidate skills and abilities for a wide variety of jobs. The use of simulations during the selection process allows hiring managers to objectively evaluate candidates’ ability to perform on the job before they are hired, and provide a more complete picture of the qualifications candidates have to offer. In addition, simulations provide candidates with a realistic preview of job activities. SHL’s current simulations cover three broad categories: Contact/Call Center, Software Skills, Administrative-Clerical

Our contact/call center simulations evaluate the candidates’ ability to quickly and accurately enter data, effectively and efficiently respond to customer requests, navigate within simulated call/contact Center applications, and utilize available information to determine the best solution to customer inquiries. Candidates who perform well on the simulations are more likely to be higher performing employees on job criteria such as average handle time, adherence, customer service ratings, and other important metrics that impact the bottom line.

Simulations in the software skills category are based on mainstream applications such as Microsoft Office, Windows, and Internet Explorer (among others) as well as more fundamental skills such as basic computer literacy. Software skills simulations present candidates with work-related situations, requiring the candidate to take the necessary steps to successfully perform the task using available methods/shortcuts. Scores produced by the simulations enable the hiring manager to determine the level of proficiency candidates bring to the table, and can be linked into training needs post-hire.

In the administrative-clerical category, SHL simulations evaluate critical skills such as typing, data entry, audio transcription, and shorthand. Typing and data entry simulations present candidates with either paper-based or on-screen materials and evaluate the candidate’s speed and accuracy during the simulation. The audio transcription and shorthand simulations also evaluate speed and accuracy, as well as utilize realistic, work-related audio prompts.
Scores generated from these simulations indicate the level at which candidates can perform similar tasks on the job from day one.

Skill Tests and Simulations in this section of the catalogue are organized around the following categories:

- Accounting and Finance
- Administrative / Clerical
- Contact/Call Center
- Healthcare
- Industrial
- Legal
- Software Skills
- Essential Skills
- Human Resources
- Information Technology
- Multimedia/Web Design

Computer Adaptive Testing (CAT)

A number of SHL’s assessments are adaptive tests. Computer Adaptive Testing (CAT) is a method for administering tests that adapts to a candidate’s ability level as they proceed through the test by scoring each answer and presenting the next item based on the accuracy of their previous response. There are many benefits to using adaptive tests, including shorter test time, more precise measurement, and reduced risk of cheating. SHL’s adaptive tests are powered by the next generation in computer adaptive testing technology.

Microsoft Office Assessments

When it comes to assessing Microsoft Office proficiency, SHL offers many adaptive and simulation options. Adaptive Office tests demonstrate the candidate has the skills necessary to proficiently use the most popular business applications at a user level.

Our Fundamental assessments focus on topics and skills used every day by most professionals and do not include some of the advanced power user topics and skills that are covered in standard adaptive versions. These tests are multiple-choice and often utilize graphics and screen shots within the questions, focusing on skill application and applied situations. Adaptive Office tests offer a shorter test time, more precise measurement, and can reduce the risk of cheating.

Simulation based Office tests place the candidate in a very realistic simulated computer desktop work environment. The assessment requires the candidate to take the necessary steps to successfully perform tasks using available methods/shortcuts. Essential simulations cover beginner to intermediate skill levels while basic simulations cover beginner through advanced topics. The use of simulations during the selection process allows hiring managers to objectively evaluate candidates’ ability to perform on the job before they are hired, and provide a more complete picture of the qualifications candidates have to offer. In addition, simulations provide candidates with a realistic preview of job activities.

- MS Office 2000
- Microsoft Access 2000 (Simulation)
- Microsoft Access 2000-Essentials (Simulation)
- Microsoft Excel 2000 (Simulation)
- Microsoft Excel 2000-Essentials (Simulation)
- Microsoft Outlook 2000 (R1) (Simulation)
- Microsoft Outlook 2000-Essentials (R1) (Simulation)
- Microsoft PowerPoint 2000 (Simulation)
- Microsoft PowerPoint 2000-Essentials (Simulation)
- Microsoft Project 2000 (Simulation)
- Microsoft Word 2000 (Simulation) Microsoft Word 2000-Essentials (Simulation)

- MS Office XP
- Microsoft Access 2002 (Simulation)
- Microsoft Access 2002-Essentials (Simulation)
- Microsoft Access 2002 Fundamentals (Adaptive)
- Microsoft Excel 2002 (Simulation)
- Microsoft Excel 2002-Essentials (Simulation)
- Microsoft Outlook 2002 (Simulation)
- Microsoft Outlook 2002-Essentials (Simulation)
- Microsoft PowerPoint 2002 (Simulation)
- Microsoft PowerPoint 2002-Essentials (R1) (Simulation)
- Microsoft Word 2002 (R1) (Simulation)
- Microsoft Word 2002-Essentials (Simulation)

- MS Office 2003
- Microsoft Access 2003 (Adaptive)
- Microsoft Access 2003 Fundamentals (Adaptive)
- Microsoft Excel 2003 – Essentials (Simulation)
- Microsoft Excel 2003 (R1) (Simulation)
- Microsoft Excel 2003 (Adaptive)
- Microsoft Excel 2003 Fundamentals (Adaptive)
- Microsoft Office 2003 Fundamentals (Adaptive)
- Microsoft Outlook 2003 (Simulation)
- Microsoft Outlook 2003 Fundamentals (Adaptive)
- Microsoft PowerPoint 2003 (Simulation)
- Microsoft PowerPoint 2003 (Adaptive)
- Microsoft PowerPoint 2003 Fundamentals (Adaptive)
- Microsoft Word 2003 – Essentials (Simulation)
- Microsoft Word 2003 (Simulation)
- Microsoft Word 2003 (Adaptive)
- Microsoft Word 2003 Fundamentals (Adaptive)

- MS Office 2007
- Microsoft Word 2007 (Adaptive)
- Microsoft Word 2007 (Simulation)
- Microsoft Word 2007-Essentials (Simulation)
- Microsoft Excel 2007 (Adaptive)
- Microsoft Excel 2007-(Simulation)
- Microsoft Excel 2007-Essentials (Simulation)
- Microsoft PowerPoint 2007 (Adaptive)
- Microsoft PowerPoint 2007-Essentials (Simulation)