JobReady

User Guide

Updated – November 30, 2012

Table of Contents

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Page 2

WELCOME MESSAGE AND OVERVIEW OF ALL STAGES

Welcome to the Experience Works Assessment, Training, and Job Placement Services website—or what we'll now refer to in this guide as the "JobReady" website. We are pleased to provide this online service to better help you identify your job interests and work skills so that we can match you with the best possible job in your community. This online assessment service will also help you identify any skill gaps you may have for jobs that fit your interests and are available in your community. We also will advise you of the training you may need to help you prepare for the job.

An Experience Works Employment and Training Coordinator or Assistant will work with you to develop a training plan, as well as to place you in a training assignment to prepare you for your desired job.

We hope this guide, which outlines the eight stages to using the site, will prove to be a helpful resource.

In Stage 1, you will register and log on. Stage 2 involves the self-assessment of your work interests, personal characteristics, and different types of job skills. Stage 3 is where you get to view your job matches. In Stage 4 you'll take objective assessments that pertain to the job(s) you're interested in. During Stage 5 you'll explore the learning opportunities that are available to you regarding your job of interest. In Stage 6 you learn about tracking your progress in the system. In Stage 7 (you're nearly there), you'll learn about what's needed to attain a NBSA Certification. Finally, in Stage 8, you'll focus on the job search process.

You'll find you can progress through each stage in the system at your own pace; the more you use the system, the more value you'll receive from it. The best part is, once you have completed all the stages, you can always return to the system to further explore your particular job or learning interest. Please take this valuable opportunity to identify your job interests and work skills so that we can help match you with the best possible job in your community.
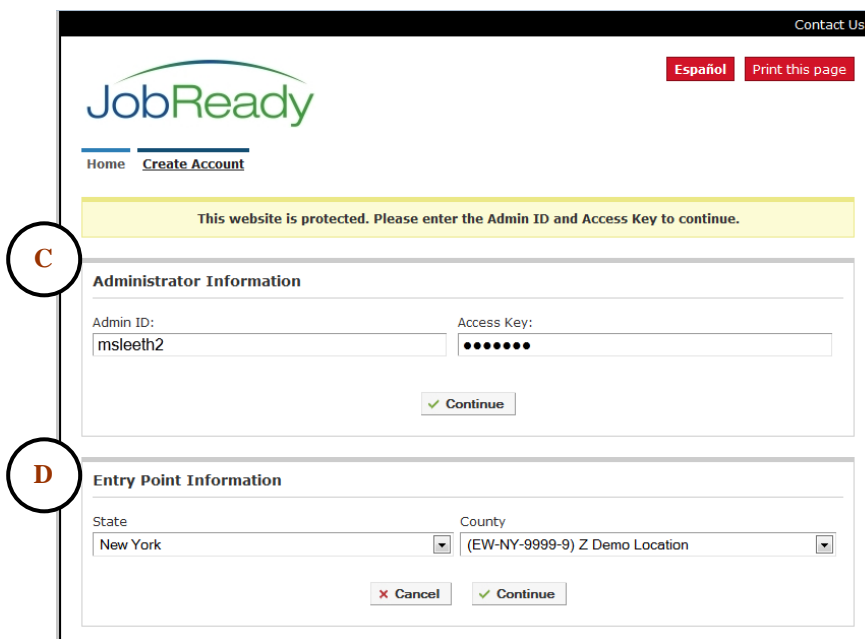
Let's get started using the Experience Works JobReady website!

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Page 3

STAGE 1: REGISTERING OR LOGGING IN

1. Go to http://ew.nbsalliance.com/ , read over the Terms and Conditions and click **Agree**.

2. If you are a returning User, you may simply log in with the *Username* and *Password* created during your initial registration, but first you must press **User Login**. (A)

3. To register as a **new** participant, your JobReady administrator will select the link called **Create New Account**. (B)
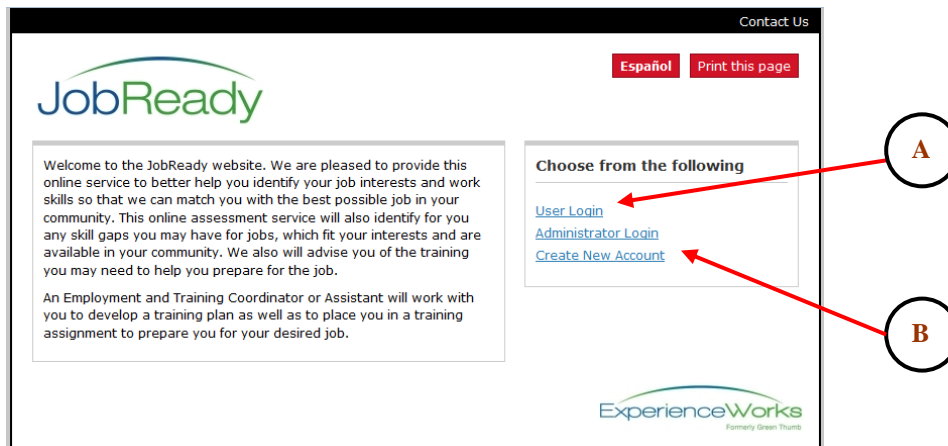
4. New registrants will require a JobReady administrator to enter their *Administrator ID* and *Access Key* in order to continue with the registration process. (C)

5. Once the Administrator ID and Access Key have been entered, the User registration continues by the administrator selecting the participant's *State* and *County* information. (D)

6. You must complete the registration form provided, see (E) and (F), then click **Continue**.

IMPORTANT:

The first name and last name must be entered correctly. It will appear on skill inventories, test results (and Certifications) as entered here.

The Username is unique to the user and cannot be edited.

Ensure that the City, State, and Zip are accurate, as these will be important to users when searching for job

IMPORTANT:

You should verify that all information you specify is accurate.

- After clicking the **Continue** button, you will be presented with the **Terms and Conditions** regarding the use of this system (G), which you can read and *must agree to before you can continue.*

- You may opt to Cancel the registration process at this time if, for some reason, you choose not to proceed.

- Click the **Create Account** button to complete the registration process. (H)

STAGE 2: SELF-ASSESSMENT

1. After you have registered, you land on what's called the **Dashboard**. This is your starting point for using the system. Think of it as your "home page."

2. To begin, on the **Dashboard** page, you will have two options:

   a. Starting the **Work Interests and Personal Characteristics** job match (if you require some job choice assistance, taking these self-assessments are recommended). (A)

   b. Searching for Job Choices based on job titles (if you know what job you want and require no job choice guidance, this is a good option to choose). (B)

3. To choose Option a), click on **Start Here!** (A),and you will be taken into the *Work Interests and Personal Characteristics Assessment*.

4. If you choose Option b), simply enter a word or phrase such as "retail" or "administration", and view the list of job choices that result.

5. Clicking on any of the job names will open a **Job Display Page**, just as clicking on a job name from the Dashboard will.

Self-Assessing Work Interests and Personal Characteristics

1. If you are completing your self-assessments based on **Work Interests and Personal Characteristics**, you will select your **Primary Work Interests** from the list provided, and you will rate your level of interest in each area. (C)

2. It is recommended that you select ONLY your primary interests and passions as this will result in better job matches. Click the Finish button to save and submit the Work Interests choices.

3. You will then be presented with two options. (D)

D

Your Work Interests

Your work interests information has now been submitted.

Click here to add your **personal characteristics** for better job matches.

OR

Click here to search for your best job matches based on your selected **work interests** only.

4. Choosing the second option to "...search for your best job matches based on your selected work interests only" will return you to your **Dashboard** and show your best job matches. (See next section).

5. Choosing the option to assess Personal Characteristics will help refine the jobs results (E). (When adding Personal Characteristics, you are asked to select only those on the list that BEST describe you. This will result in better job matches).

E

Your Personal Characteristics

Your Personal Characteristics

From the list below, select a level for **only** the statements which **strongly** reflect your character.

Choose **a total of only 2 to 8** items from all the statements shown on this page.

1. I prefer...

Activities that have a practical purpose	Never
Focusing on one task at a time	All of the time
Performing tasks in an orderly and systematic way	Never
Taking action rather than thinking and planning	Never
Tasks that allow me to see the finished result	Never
Tasks that require a lot of analysis	Never
To double-check my work to ensure there are no errors	Never

2. I enjoy...

A competitive environment	Never
Being the focus of people's attention	Never
Discussing and defending my ideas and opinions	Never
Exploring various ways to solve a problem	Never
Fixing things with my hands	Never

6. Click the Finish button to save and submit the Personal Characteristics selections, and return to the **Dashboard** with best job choice matches listed. (See next section).

Self-Assessing Workplace Skills

1. On the **Dashboard**, you have two options to self-assess your **workplace** skills, and they are reached by clicking one of the links below and following the subsequent instructions:

   a. Looking for Entry-Level Job options? (F)
   b. Looking for more Advanced Job options? (G)

STAGE 3: VIEWING YOUR JOB MATCHES

Viewing Job Matches Based on Work Interests and Personal Characteristics

From the **Dashboard**, you can now review the best job matches that were found based on your self-assessed **Work Interests and Personal Characteristics**. If you would like to learn more about your matches, click **Learn more about your matches**. (A)

1. The status bar updates to show the date when each assessment was completed. (B)

2. You can update your **Work Interests and Personal Characteristics** assessment at any time using the "Update" options. This can be done to better refine job matches. (C)

3. You can filter your job list based on what level of education and experience is generally required to perform in that job. (D)
   - Set this filter to **All Jobs** to show both entry-level and advanced jobs.
   - Select **Entry-Level Jobs** to view job choice matches that generally require no more than a high school or equivalent education, and less than one year of relevant work experience.
   - Select **Advanced Jobs** to view the job choice matches that generally require more than a high school education, and more than one year of relevant work experience.

4. Both the Entry-Level and Advanced job lists will still show jobs based on your selected Work Interests and Personal Characteristics.

5. To review the skill requirements for one of the job choices (or *Target Job*), simply click on the job's title. (E)

Viewing Job Matches Based on Workplace Skills

From the **Dashboard**, you can also now review the best job matches that were found based on your self-assessed Workplace Skills.

1. The status bar updates to show the date when each assessment was completed.

2. You can update your assessments at any time using the "Update" options. This can be done to better refine job matches. (F)

3. You can filter your job list based on what level of education and experience is generally required to perform in that job. (G)
   - Set this filter to **All Jobs** to show both entry-level and advanced jobs.
   - Select **Entry-Level Jobs** to view job choice matches that generally require no more than a high school or equivalent education, and less than one year of relevant work experience.
   - Select **Advanced Jobs** to view the job choice matches that generally require more than a high school education, and more than one year of relevant work experience.

4. Both the Entry-Level and Advanced job lists will show jobs based on your selected Work Skills, Work Interests, and Personal Characteristics.

5. To review the skill requirements for one of the job choices (or *Target Job*), simply click on the job's title. (H)

STAGE 4: TAKING TESTS

Once you have your job matches, begin with taking tests. There are three types of tests you may encounter:

1. *Quick Tests*: A quick test allows for either an assessment of all the core skills for a job (consisting of a 60 question assessment) or for a fast assessment of transferable skills typical to a variety of jobs. You'll be given the opportunity to take these tests when on a job display page.

2. *Full Tests*: Allow for a fast assessment of the core topics within a particular skill. It also helps to identify any knowledge gaps you may have on a particular topic within a skill.

3. *Job Readiness Assessments*: They are assigned to job roles in which test content for all core skills of a job role is NOT available. The content of these tests pertains to the transferable skills often needed to perform well on the job. There are 3 types of a job readiness assessment, and they are:
    a. Supervision/Management Readiness Assessment: This assessment is intended to help discover the test-taker's ability level in the transferable skills often needed to perform well on the job, or during training for job-specific skills used in supervisory or managerial positions such as Facilities Manager, Construction Foreman, Program Coordinator, and Logistics Supervisor.
    b. Professional Workplace Readiness Assessment: This assessment is intended to help discover the test-taker's ability level in the transferable skills often needed to perform well on the job, or during training for job-specific skills used in business or professional positions in areas such as teaching, healthcare, finance, and IT.
    c. Job Readiness Assessment: This assessment is intended to help discover the test-taker's ability level in the transferable skills often needed to perform well on the job, or during training for job-specific skills used in positions that are not generally office based. For example, Restaurant Cook, Hairstylist, and Welder.

About Quick Tests

1. A Quick Test is either a sixty question multiple-choice test made up of questions from each of the tests associated to the Core skills that are identified for a target job choice or it will be a forty question multiple-choice test made up of questions that will assess the transferable skills commonly required for employment in this type of work. (A)

2. Courses are available to address skill gaps, and can be accessed either before the Quick Test is taken, or after. (B)

3. To start a Quick Test, simply click the "Take Test" link (C) to the right of the Quick Test's name on a Job Display Page.

    NOTE: Not all job choices will have Quick Tests available.

    NOTE: For many entry-level Job Choices, the Essential Skills assigned to the job determines the core skill requirements. For example, Essential Office Skills pertains to both "Office/File Clerk" and "Data Entry Operator."

4. When a Quick Test is started, the first screen you see is the test overview page (D), which gives a brief description of the test, the topics to be covered, and details about the test's format.

5. The topics covered in a Quick Test will match the names of the Core skills in the target job choice.

6. Click on the **Begin Test** link to begin the test. (E)

7. When a Quick Test is successfully completed, the Job Display Page will update to show the completion date, and provide a link to the test results. (F)

8. Clicking on the **See Results** link (F) on the **Job Display Page** allows you to determine which of the test's topic areas you may need to close skill gaps in.

9. You can then return to the **Job Display Page** of your target job (G), and access courses (H) targeted to your identified core skill gaps. (I)

If You Do Not Pass the Quick Test

If you did not successfully pass a Quick Test (indicating your score was below 70%), you are not able to move on to the NBSA Certification process. This process involves taking the Full tests for all the core skills defined in your chosen job role.

However, you are able to:

1. Access targeted learning to address skill gaps,

2. Retake the Quick Test as needed, and

3. Return to your **Dashboard** to view other Job Choices

If You Pass the Quick Test

If you successfully complete a Quick Test (with a score of 70% or higher), the **Job Display Page** will update and the following will occur:

1. The **Job Display Page** will show the completion date of the Quick Test in the Skill Testing Status bar. (J)

2. The **Job Display Page** will allow you to begin the NBSA Certification process by accessing the Full tests for each core skill (K), and will track your progress. (L)

About Full Tests

This section outlines the process for completing the Full tests associated to the core skills of the job choices that have a Quick Test. Once all Full tests are successfully completed, a Certification can be obtained if you are eligible.

1. The "*Core Skills for this Job*" section on a Job Display page shows the skills and the associated Full skill tests required to achieve a Certification for that job choice.

2. Users may also update their Self Rated values at any time by clicking on a value under the Self Rated column. (M)

3. Once a User has successfully completed the job's Quick Test, the Full skill tests will become available on the Job Display Page. Clicking on the "Take Test" link next to a Core skill name accesses full skill tests. (N)

4. As each Full skill test is successfully completed, a link to "*See Results*" will display in the Tested column of this screen. (O)

5. All Full skill tests can be taken for free, so you can take them as many times as you wish.

6. Clicking on the Courses link beside the skill name allows access to courses for targeted skill development.

7. Clicking on a **See Results** link on the Job Display Page opens a screen where you can view what topic areas of the test you have strengths in, or where you might need improvement. (P)

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Completed:	16 NOV 2007	16 NOV 2007	16 NOV 2007	16 NOV 2007	16 NOV 2007

Essential Computer Skills Tests Results   Completed: 17 NOV 2007   75%

Retake Test

Assessed Topic	Strength
Windows Navigation and Procedures	✗
Common Computer Programs	✓
Components of a PC	✓
Using the Internet and Email	✓

P

How to Take a Full Test

Tests taken through the JobReady site are online, multiple-choice tests. Full skill tests are normally 40 questions long. These questions are drawn from a larger list, so if the test is taken more than once the questions will not be exactly the same.

To begin a Full test, take the following steps:

1. Click on the **Take Test** link next to a core skill on a **Job Display Page**. You will be shown the test description, the topics covered in the test, and further details about the testing format. (Q)

2. Clicking on **Begin Test** (R) will start the test. (S)

Essential Interpersonal and Teamwork Skills

Q

Description

This assessment will measure knowledge and understanding related to the application of interpersonal communication and teamwork skills and techniques. This can include topics such as interpersonal communication fundamentals, effective listening and communicating in a team, questioning and using feedback, and dealing with workplace conflict.

Topics Covered

Interpersonal Communication Fundamentals
Effective Listening and Communicating in a Team
Questioning and Using Feedback
Dealing with Workplace Conflict

Get started taking this test now

➡ Begin Test ←   **R**

Details

Test Format and Time Allotted - This test contains 40 questions. Each question has a time limit of 180 seconds. If you do not answer in the allotted time, the question will be scored as incorrect and you will be automatically

3. Each Full skill test should take about 30 to 60 minutes to complete, depending on the current level of skill and knowledge. However, there is a maximum time allowed for each question. A timer is displayed for each question during the test. (T)

Essential Interpersonal & Teamwork Skills

Question 2 of 40

T → 297 seconds remaining

Which of the following is the most non-productive form of addressing conflict?

- ○ 'Compromise'
- ○ 'Consensus'
- ○ 'Avoidance'
- ○ 'Collaboration'

S

Next >

IMPORTANT

Please do not use the Back button in your browser. This test format requires you to answer each question before going on to the next one. Using the Back button may cause questions to be skipped and will negatively affect your test score.

If you need to pause your test at any time, simply close your browser window. Your results to this point will be saved. To resume your test where you left off, return to AARP Foundation and login.

4. Upon completion of each Full skill test, Users will be presented with a screen indicating that they have either:

- Passed (U) the test(s), or
- Did not pass and must retake the test. (V)

Essential Math Skills   Attained   **Completed:** 20 JUN 2007

You have passed this test. Click here to see the results.

U View Job Profile for: Cafeteria Worker

Essential Bookkeeping Skills   Not Attained

V Unfortunately, you need to retake this test.

5. If a test was passed, clicking the **Click here to see the results** link will open a screen showing the test's topics and indicating those that the User has strength in. (W)

Essential Interpersonal and Teamwork Skills Tests Results		Retake Test
Completed: 18 MAR 2008 85%		

Assessed Topic	Strength	
Nonverbal Communication	✓	
Teamwork	✓	
Effective Listening and Feedback	✓	
Communication Techniques	✗	W
Respect and Awareness of Work Culture Diversity	✗	
Preventing and Resolving Conflict	✓	

6. If required, courses for improvement are available from the **Job Display Page**. A click on a **Courses** link (X) is all that is needed to find relevant learning opportunities. The NBSA Essential Skills courses and study guides are free of charge while more advanced online courses require you to request them before they are granted to you.

Call center representatives generally work in centralized call or contact centers responding to, or relaying incoming calls or inquires, or initiating outside calls to targeted populations for potential sales opportunities. Call center representatives must be very knowledgeable of the products, services or organizations which they are promoting and supporting. They must also be proficient at using call center telephone systems and software applications.

🏢 View Related and Next Step Jobs

Skill Testing Status

Status:	Job Skill Quick Test	Full Skill Tests	Certifications
Completed:	18 JUL 2007		

Legend: Not Attained   Attained

Skill Tests and Certifications for this Job

Essential Customer Service Skills - Quick Test	See Results		

Note: The NBSA Certification that will be granted for this job is: Essential Customer Service Skills Certification.

Full Job Skill Certification Tests	In progress		

X

Core Skills for this Job ❓	Requirement	Self Rated	Tested	Training
Basic Computer Skills	High	None	See Results	Courses
Basic Customer Service Skills	High	None	Continue Test	Courses
Basic Interpersonal and Teamwork Skills	High	None	Take Test	Courses

STAGE 5: LEARNING

Viewing Course Options for Workplace Skills

1. To access course material directly from the **Job Display Page**; click on a job title name on the **Dashboard.**

2. This material can be used to upgrade the skills that are indicated as a core skill for a particular job.

3. Simply click on the **Courses** link for any skill that has associated courses to see what is available. (A)

The *NBSA Course Library* includes online courses and downloadable study guides, both of which are available to a User at no cost.

The *Skill Improvement Course Library (CESIL)* contains online courses for which a request must normally be made before they can be accessed. For these courses, a user presses a button called **Request Course Access** and they gain access to a page allowing them to submit their email address and make the request. Once the course request is approved, an administrator adds the CESIL course to the Learning Plan and the User can access the course by pressing "Play Course."

4. NBSA online courses can be launched directly from the course description (B), or study guides can be downloaded and printed for viewing offline. (C)

B

C

Viewing NBSA Course Options

1. To access NBSA and other course material easily, click on the **Resources** tab.

2. If you're unsure what each link does on this page, click the ❓ question mark button.

3. To access a resource, simply click on the Resource name (e.g. Essential Skills)

Adding Courses to Your Learning Plan

1. If you do not want to start an *NBSA* course immediately, you can still add it to your **Learning Plan** for later reference by clicking on the **Add to Learning Plan** button on the course description page. (D)

Requesting Access to Courses

1. For courses from the Skill Improvement Course Library, click **Request Course Access** to start the course request process.

2. On the following page, you'll be reminded that your course request must be approved by your Experience Works Employment & Training Coordinator. Be sure to fill out the online form and confirm your interest to take and complete the course by clicking the checkbox in the yellow section. Before clicking **Continue**, be sure to download, print and complete the Course Request form accessible via the download link. Once you've sent in the request via the system, please provide the form to your EW Representative.

3. Numerous courses can be added to your Learning Plan and you can view them at any time by clicking on the **Learning Plan** menu option from any screen.

STAGE 6: TRACKING YOUR PROGRESS

Viewing Your Test Inventory

The **Test Inventory** tab allows you to view what tests you have started but not completed, and the score for any tests you have finished.

1. Clicking on the **Continue Test** link for any incomplete test will re-start the test at the point where you left off. (A)

2. Clicking on the score achieved for a completed test (B) will display the topic areas that make up the test, and which of those you showed strength in. (C)

Viewing Your Skill Inventory

The **Skill Inventory** allows you to view all the Entry-Level and Advanced workplace skills that you have selected and rated yourself on.

From this screen, you can:

1. Update your self-rated level for a skill. (D)

2. Access learning for skills that have associated courses. (E)

3. Start a test for a skill that has an associated online test. (F)

4. View which skills you have completed tests for, and have either attained a passing score (green), or must retake (red). (G)

Viewing Your Individual Employment Plan (IEP)

Although initially developed alongside your Employment and Training Coordinator, you can view and print your IEP via the **Resources** tab.

Take the following steps to view your up-to-date IEP:

1. Click the **Resources** tab and click the **Display** link for the IEP you want to view. (H)

2. View the IEP and print it if you wish by clicking **Print this page** (I)

Completion of the Full Skill Tests

When all Full skill tests are completed at the required level, the **Job Display Page** will update to show:

1. The satisfactory completion of all core job skill assessments indicated by green boxes, and the option to "See Results" for the tests. (J)

2. The date of completion of all the Full Skill Tests is displayed in the "Skill Testing Status" area. (K)

3. The status for the **NBSA Certification** changes from "In Progress" to "Completed." This link can be clicked on to begin the process of determining eligibility for a Certification. (L)

STAGE 7: ATTAINING AN NBSA CERTIFICATION

Requesting a Certification

When all Full skill tests are completed and passed, a Certification can be requested for that target job choice.

1. Click on the green, **Completed** link next to the **NBSA Certification** caption on the **Job Display Page**. This will open the screen shown below. (A)

2. You may choose to either:

    a. Call the toll-free number to speak to an NBSA Client Services representative for more information.

    b. Fill out a contact request form, which is sent to NBSA Client Services. A client services representative will then email or call you to follow-up.

A

Full Job Skill Certification Tests Complete ➡ More Information

Based on your assessment results, you may be eligible to be certified.

Click here or call 1-866-994-4441 to inquire and/or purchase your certification.

View Job Profile for: Data Entry Operator

Please be advised that you have 2 options. Certifications issued to you that are branded by NBSA are free of charge. However, there would be a fee of $500 required if you wish to receive a certification branded by a NBSA university collaborator.

3. Once the certification has been granted:

    a. The Job Display Page will update to demonstrate this achievement by showing the word **Achieved** within a green box.

    b. The "Skill Testing Status" menu will also update by displaying the date the Certification was awarded.

    c. The certification's name, score, and the word **Achieved** will be added to the top of the Test Inventory page.

Being Awarded a Certification

☑ An NBSA Certification demonstrates job-specific skill attainment to employers.
☑ Certifications are awarded and endorsed for free by NBSA. (B)
☑ Every NBSA Certification displays the User's name, the date awarded, the Certification achieved, and the applicable job skills.
☑ Below is a sample NBSA Certification.

B

NBSA NATIONAL BUSINESS SERVICES ALLIANCE

certifies that

John Smith

has been awarded this

Sales Assistant

Certification

having passed assessments in the following areas:

Clerical Office Skills

Effective Business Communications

MS Excel

MS Word

Professional Telephone Skills

Selling Techniques

Workplace Computer Skills

This certification has been awarded in accordance with
the National Business Services Alliance skill assessment process.

For more information, visit http://NBSAlliance.com

Verify this certification online at:
http://NBSAlliance-certificates.com/88889999-sa.pdf

April 9, 2012
Date

Marc Sleeth
Marc Sleeth
Student Services
Authorizing Signature

STAGE 8: JOB SEARCHING

How to Search for Regional Job Openings

You can search for job openings for positions like the target job choice you have selected. The job's name and your location (city and zip code), are automatically submitted to the selected job search engine to assist you in finding relevant matches in your region.

1. To start the job search process, click **Search for Openings**. (A)

2. Next, select one of several Job Search Engine options at the bottom of the page. (B)

3. Once a Job Search Engine is selected, the regional Job Search results for the target job choice are displayed in a new window. (C)

4. You may modify the search criteria in the new window, view job-listing information, apply for jobs and/or print out job listings. (Your default location, which is based on your registration information, will automatically be used in the search. This may be updated on the Job Search Engine site if required).

5. To return to the JobReady site (D), simply close the job search window. (C)
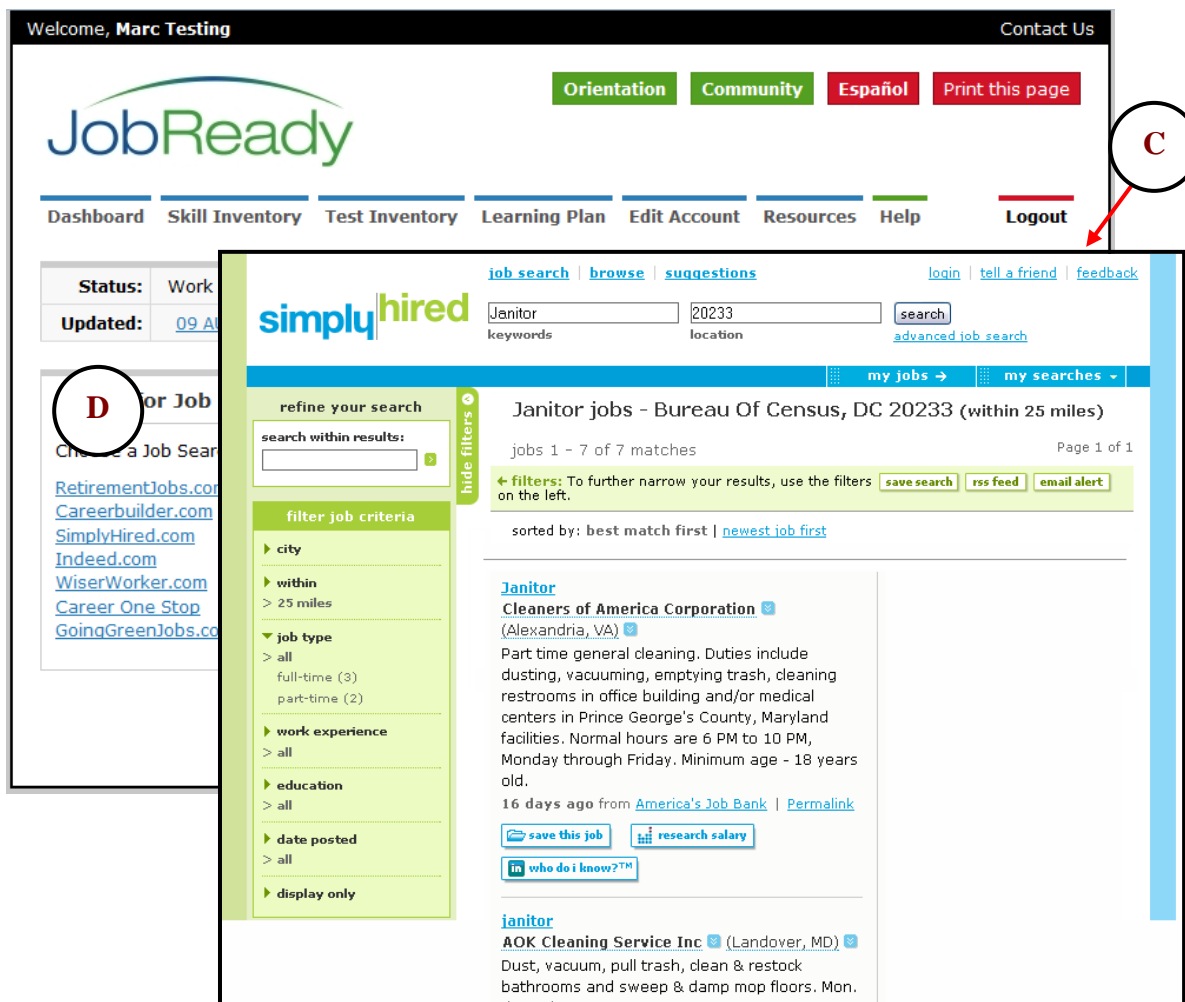


YOU'RE DONE! WHAT NEXT?

If you feel you've completely used every feature of the Experience Works JobReady website, remember that you can still do the following:

☑ Participate in My JobReady Online Community Network
☑ Refine your self-assessments on work interests, personal characteristics, entry-level, transferable, and specific skills in order to further define additional job matches.
☑ Take additional NBSA courses for free.
☑ Take tests in other job roles for the purpose of achieving additional certifications.
☑ Request or purchase additional fee-based courses for even greater learning opportunities.

FREQUENTLY ASKED QUESTIONS

1. What can I do on My JobReady Community?

Before using the JobReady community site, please note you must agree to the terms of use before proceeding and that you'll be logged out of the JobReady website once you choose to proceed. On the community, you can ask questions, share ideas, report problems and give praise about the JobReady system, your job search, resumes etc.
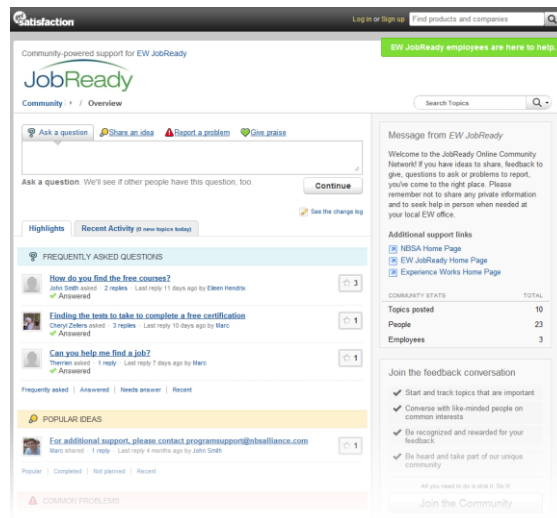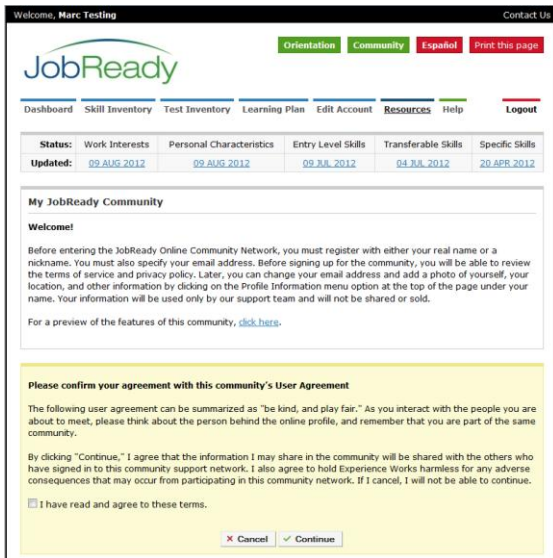

2. Where are the quiz results for the NBSA courses?
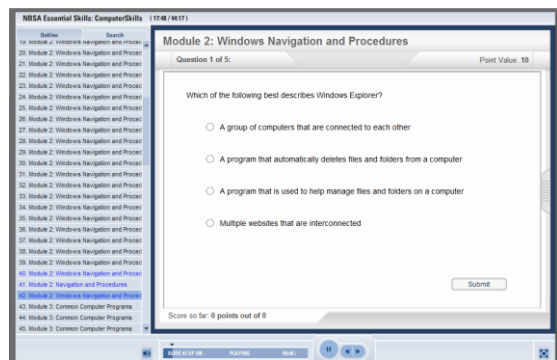
Please note that results from the 5 question module quizzes are not stored on the JobReady website. The course quizzes are designed to provide immediate feedback and are meant to test your knowledge on the course content within the course. Only the results for the 40 question tests taken on the JobReady website will be stored on the website's **Test Inventory** tab.
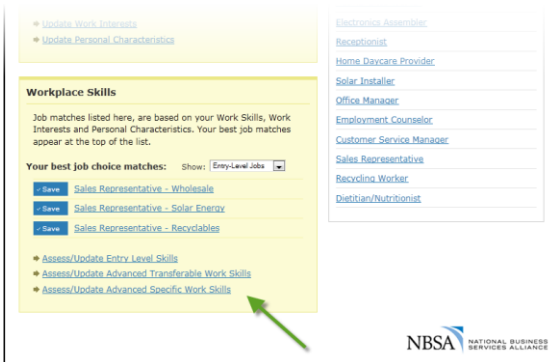
3. Why was I matched to certain jobs and not others?

To learn more about the job matches you received based on your Work Interests and Personal Characteristics self-assessments, please click the link "Learn more about your matches" that is located on your Dashboard tab.
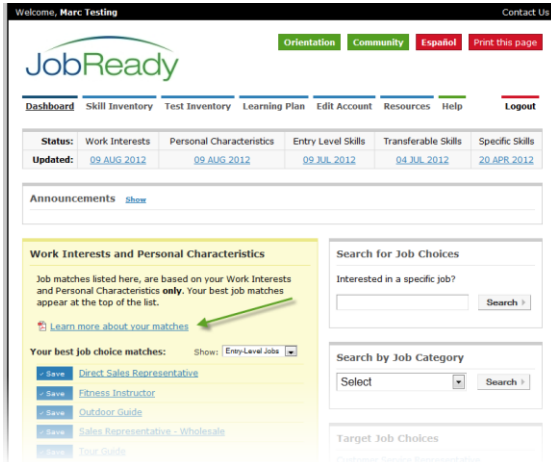
4. I would like to take a test on a particular skill (e.g. Basic Reading and Comprehension Skills). Why don't I see this skill on the Skill Inventory tab?

Please note that skills first need to be self-assessed before they show up on the Skill Inventory tab. You can self-assess skills by:

a) clicking on one of the self-assessment links on the Dashboard

b) Clicking one of the date links at the top of the Dashboard

c) Self-assessing skills on the different Job Display Pages you work with