



User Guide

Updated – November 30, 2012

Table of Contents

WELCOME MESSAGE AND OVERVIEW OF ALL STAGES	3
STAGE 1: REGISTERING OR LOGGING IN	4
STAGE 2: SELF-ASSESSMENT.....	7
Self-Assessing Work Interests and Personal Characteristics	8
Self-Assessing Workplace Skills	10
STAGE 3: VIEWING YOUR JOB MATCHES.....	11
Viewing Job Matches Based on Work Interests and Personal Characteristics	11
Viewing Job Matches Based on Workplace Skills	12
STAGE 4: TAKING TESTS.....	13
About Quick Tests	13
If You Do Not Pass the Quick Test	16
If You Pass the Quick Test.....	16
About Full Tests	18
How to Take a Full Test	19
STAGE 5: LEARNING	22
Viewing Course Options for Workplace Skills	22
Viewing NBSA Course Options	24
Adding Courses to Your Learning Plan.....	25
Requesting Access to Courses	25
STAGE 6: TRACKING YOUR PROGRESS	27
Viewing Your Test Inventory	27
Viewing Your Skill Inventory.....	28
Viewing Your Individual Employment Plan (IEP)	29
Completion of the Full Skill Tests.....	31
STAGE 7: ATTAINING AN NBSA CERTIFICATION	32
Requesting a Certification	32
Being Awarded a Certification	33
STAGE 8: JOB SEARCHING	34
How to Search for Regional Job Openings	34
YOU'RE DONE! WHAT NEXT?.....	35
FREQUENTLY ASKED QUESTIONS	36

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.

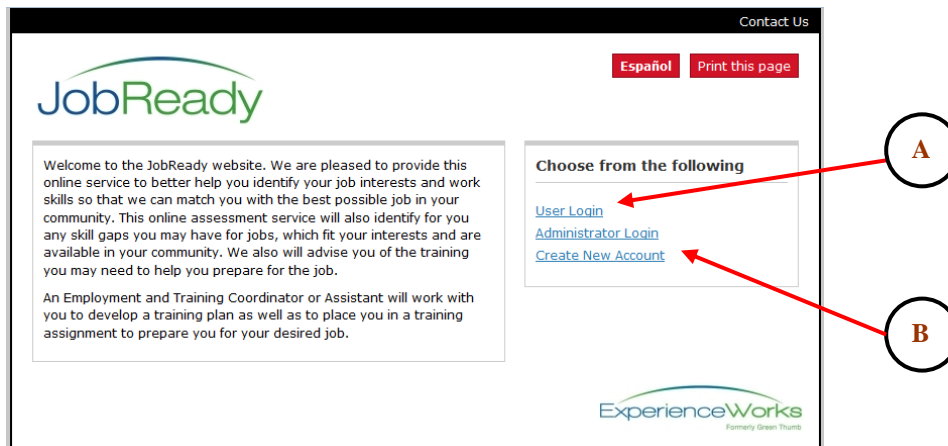
In Stage 1, you will register and log on. Stage 2 involves the self-assessment of your work interests, personal characteristics, and different types of job skills. Stage 3 is where you get to view your job matches. In Stage 4 you'll take objective assessments that pertain to the job(s) you're interested 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.

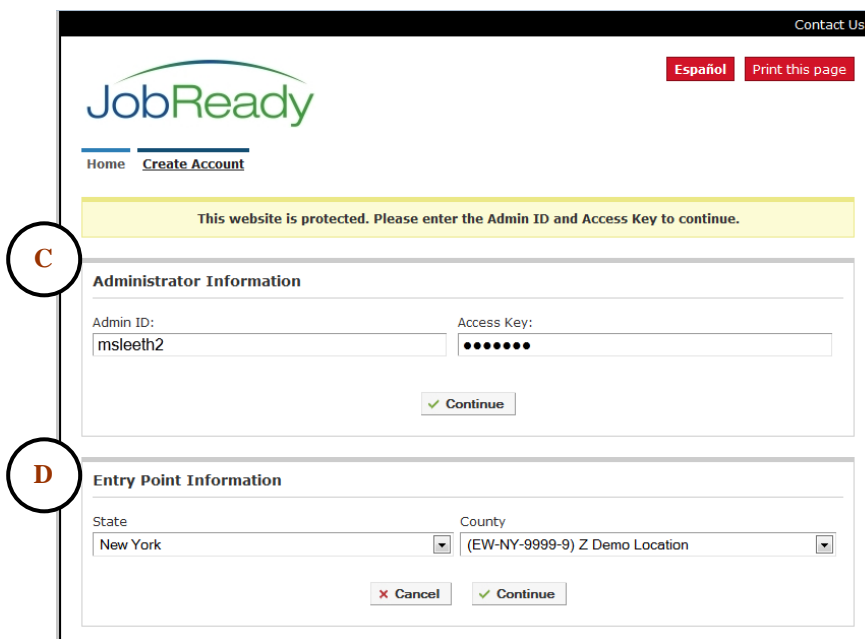
Let's get started using the Experience Works JobReady website!

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**.

Home [Create Account](#)

Be sure to write down your username and password in a safe place, so that you have these, when you return.

Account Information * = Required Field

* First Name: <input type="text" value="Marc"/>	* Last Name: <input type="text" value="Testing"/>
* Username: <input type="text" value="hextex2"/>	* Email: <input type="text" value="dummyaccount452@hotmail.com"/> Create your own email address
* Password: <input type="text" value="123456"/>	* Verify Password: <input type="text" value="123456"/>
* City: <input type="text" value="Beverly Hills"/>	* State: <input type="text" value="California"/>
* Zip: <input type="text" value="90210"/>	County: <input type="text"/>

Tell us about yourself

Gender: <input type="text" value="No Response"/>	* Are you 55 years old or older? <input type="text" value="No"/>
Race: <input type="text" value="No Response"/>	Are you of Hispanic/Latino/Spanish Origin? <input type="text" value="No"/>
* Employment Status: <input type="text" value="Not Employed"/>	
* Annual income range: <input type="text" value="Do not Wish to Report"/>	
Education level: <input type="text" value="No Response"/>	
How will you get to work? <input type="text" value="No Response"/>	
How often do you want to work? <input type="text" value="No Response"/>	
Do you have any limitations, including lack of skills, disability, etc., that would prevent you from performing the essential functions of a job? <input type="text" value="No"/>	
If yes, please describe: <input type="text"/>	

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)

Welcome, John Testing Contact Us

Orientation
Community
Español
Print this page

JobReady

Home [Create Account](#)

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:					

Terms and Conditions

As a condition to accessing the Experience Works assessment, training, and job development system, you must acknowledge and agree to the following:

The information you provide to Experience Works will be considered strictly confidential. Information that you provide will be used to enhance the Experience Works ability to assist in finding employment. While maintaining individual confidentiality, information in the system will contribute to improving the system thereby assisting others to find employment. Best practices and recommendations may be published by Experience Works and shared nationwide through the media, through industry meetings and through Experience Works grassroots network. However, **no information that you provide will be published in a manner that identifies you by name unless you give us permission to do so.** Your contact information will only be used to contact you to assist you during training and retraining programs. We will not sell your contact information to third parties or share your contact information with anyone except the individuals within Experience Works who are responsible for maintaining this system or who are working with you during your training and job search activities. Entering your contact information will not affect your confidentiality:

By checking the box below, you acknowledge and agree to the above statement:

Yes No

Consent for Release of Personal Job Qualification Information for Job Openings

I consent to allow information about my job qualifications and/or certifications, name and phone number to be released to potential employers if there is a job opening available.

Yes No

*If you enter the SCSEP program you will be required to agree in order to receive service.

ExperienceWorks
Formerly Green Thumb

G

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**.

The screenshot shows the JobReady dashboard for a user named John Testing. At the top, there are navigation links for Orientation, Community, Español, and Print this page. Below that is a menu with Dashboard, Skill Inventory, Test Inventory, Learning Plan, Edit Account, Resources, Help, and Logout. A table shows the user's status for various assessments: Work Interests, Personal Characteristics, Entry Level Skills, Transferable Skills, and Specific Skills. There is an Announcements section with a Show link. The main content area is divided into two sections. The left section, titled 'Work Interests and Personal Characteristics', contains the text 'Find your best job choice matches.' and 'Step 1: Start Here!' with a red arrow pointing to a circled 'A'. The right section, titled 'Search for Job Choices', contains the text 'Interested in a specific job?' and a search input field with a red arrow pointing to a circled 'B'. Below this is a 'Search by Job Category' section with a dropdown menu and a search button. The ExperienceWorks logo is at the bottom right.

- 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.

- 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

- 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)
- 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.

C

- 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.

- 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).
- 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

- 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)

The screenshot shows a user interface for a dashboard. At the top, there are two buttons: 'Save' and 'Painter Helper'. Below these are two links: 'Update Work Interests' and 'Update Personal Characteristics'. The main section is titled 'Workplace Skills' and contains the text 'Take the Next Steps - Assess your workplace skills to find even better job choices'. Below this text are two links: 'Looking for Entry-Level Job options? Start Here!' and 'Looking for more Advanced Job options? Start Here!'. To the right of the screenshot, there are two circled letters, 'F' and 'G'. Red arrows point from the 'F' circle to the 'Start Here!' link for entry-level jobs, and from the 'G' circle to the 'Start Here!' link for advanced jobs.

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)

The screenshot displays the JobReady dashboard interface. At the top, a status bar (B) shows assessment dates for Work Interests and Personal Characteristics as 24 JAN 2011. Below this, a yellow highlighted section (A) titled "Work Interests and Personal Characteristics" contains a "Learn more about your matches" link. To the right, there are search filters: "Search for Job Choices" and "Search by Job Category" (D). The main job list (C) shows "Your best job choice matches:" with a filter dropdown set to "Entry-Level Jobs". The list includes jobs like Dishwasher, Room Service Server, Electronics Assembler, Bell Attendant, Heavy Equipment Operator, and Painter Helper. Red arrows point from callout E to the job titles in the list.

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)

Update Personal Characteristics

Workplace Skills

Job matches listed here, are based on your Work Skills, Work Interests and Personal Characteristics. Your best job matches appear at the top of the list.

Your best job choice matches: Show: All Jobs

- ✓ Save Telephone/Switchboard Operator
- ✓ Save Collections Agent
- ✓ Save Loan Counselor
- ✓ Save Loan Officer
- ✓ Save Room Service Server
- ✓ Save Market Research Interviewer

[Assess/Update Entry Level Skills](#)
[Assess/Update Advanced Transferable Work Skills](#)
[Assess/Update Advanced Specific Work Skills](#)

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."

Dishwasher

Saved [Search for Openings](#)

Dishwashers usually work in restaurant kitchens or other commercial kitchen facilities, and wash dishes, glassware, utensils, pots, pans, and food preparation equipment by hand or using a dishwashing machine. They load and unload the dishwasher, store all ware in designated areas, keep the kitchen clean, maintain sanitation standards, and may troubleshoot dishwasher machine malfunctions.

[View Related and Next Step Jobs](#)

Skill Testing Status

Status:	Job Skill Quick Test	Full Skill Tests	Certifications
Completed:			

Legend: Not Attained Attained C

Skill Tests and Certifications for this Job

Essential Entry-level Work Skills - Quick Test [Take Test](#)

Note: The NBSA Certification that will be granted for this job is: *Essential Entry-level Work Skills Certification*.

Core Skills for this Job ?	Requirement	Self Rated	Tested	Training
Basic Interpersonal and Teamwork Skills	High	Moderate	-	Courses
Basic Math Skills	High	High	-	Courses
Basic Reading and Comprehension Skills	High	Moderate	-	Courses
Basic Reasoning Skills	High	High	-	Courses

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)

Essential Entry-level Work Skills - Quick Test

<p>Description</p> <p>This Quick Test will present you with a selection of questions taken from all of the full skill tests associated with the core skills for this job. This test is designed to help determine your current knowledge or ability in each of these areas.</p>	<p>Topics Covered</p> <ul style="list-style-type: none"> Essential Interpersonal and Teamwork Skills Essential Math Skills Essential Reading and Comprehension Skills Essential Reasoning Skills
--	---

Get started taking this test now

[Begin Test](#) E

Details

This test contains 60 questions that are a sampling from each of the core skill tests associated with this job:

- The names of these core skills appear as the Topics for this Quick Test.
- Each question includes a sentence telling you what core skill test it is from.


Some questions will be more difficult than others, but it is important to read and answer each question to the best of your ability. If more than one answer seems correct, chose the one that you think is the best answer.

- 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)

Administrative Assistant

Saved [Search for Openings](#)

Administrative assistants, often also referred to as secretaries or office administrators, perform and coordinate an office's administrative activities and provide daily support to individuals, groups, or teams. Those in this position may be responsible for a number of core duties, such as receiving visitors and managing telephone calls, handling information requests and correspondence, compiling meeting agendas and minutes, maintaining electronic and paper files, updating databases, scheduling travel activities and meetings, tracking finances, conducting small research assignments, and preparing budget/status or other types of project reports or documents using desktop publishing tools.

 [View Related and Next Step Jobs](#)

Skill Testing Status

Status:	Job Skill Quick Test	Full Skill Tests	Certifications
Completed:	21 AUG 2008		

Legend: Not Attained Attained

Skill Tests and Certifications for this Job

Administrative Assistant - Quick Test	See Results
---------------------------------------	---

Note: The NBSA Certification that will be granted for this job is: *Administrative Assistant Certification.*

- 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.
- 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)

Administrative Assistant - Quick Test Tests Results

Completed: 21 AUG 2008 71%


This test relates to the core skills for Administrative Assistant.
View all the core skills for: [Administrative Assistant](#)

Assessed Topic	Strength
Time and Priority Management	✓
Effective Business Communications	✗
MS Word	✗
Workplace Math	✗
Workplace Computer Skills	✗
Fundamental Office Skills	✓
MS Excel	✓
Professional Telephone Skills	✓

Administrative Assistant

Saved [Search for Openings](#)

Administrative assistants, often also referred to as secretaries or office administrators, perform and coordinate an office's administrative activities and provide daily support to individuals, groups, or teams. Those in this position may be responsible for a number of core duties, such as receiving visitors and managing telephone calls, handling information requests and correspondence, compiling meeting agendas and minutes, maintaining electronic and paper files, updating databases, scheduling travel activities and meetings, tracking finances, conducting small research assignments, and preparing budget/status or other types of project reports or documents using desktop publishing tools.

[View R](#) 

Skill Improvement Course Library

[Common Features in Microsoft Office XP](#)
This course will cover the common tools and features across Office XP applications.

[Getting Started with Microsoft Windows XP](#)
This course will explain the basic skills and configurations necessary to start using the Windows XP operating system

Legend: [Using the Computer and Managing Files](#)
This course provides an overview of the basic computer applications, programs, settings, and file management.

Showing 1 to 3 of 3 matches

Skill Test

Administrative Assistant - Quick Test See Results

Note: The NBSA Certification that will be granted for this job is: *Administrative Assistant Certification*.

NBSA Certification In progress

Core Skills for this Job ?	Requirement	Self Rated	Tested	Training
Clerical Office Skills	High	Moderate	See Results	Courses

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)

- 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)

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

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

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.

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

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

M

O

N

- 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	✓	P		
Using the Internet and Email	✓			

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:

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

Q

Essential Interpersonal and Teamwork Skills

<p>Description</p> <p>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.</p>	<p>Topics Covered</p> <p>Interpersonal Communication Fundamentals Effective Listening and Communicating in a Team Questioning and Using Feedback Dealing with Workplace Conflict</p>
---	--

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 re-assessed with your next response. If you have more than one response, you will be automatically re-assessed with your next response.

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

T → 297 seconds remaining

Question 2 of 40

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

Unfortunately, you need to [retake](#) this test.

V

- 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)

[Retake Test](#)

Essential Interpersonal and Teamwork Skills Tests Results

Completed: 18 MAR 2008 85%

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

- 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.

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

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 screenshot displays the 'Office/File Clerk' job page. A 'Skill Improvement Course Library' pop-up window is open, listing three courses: 'Common Features in Microsoft Office XP', 'Getting Started with Microsoft Windows XP', and 'Using the Computer and Managing Files'. Below the pop-up, a legend indicates 'Not Attained' (pink) and 'Attained' (green). The 'Skill Tests and Certifications for this Job' section shows an 'Essential Office Skills - Quick Test' with a 'Take Test' button. A note states: 'The NBSA Certification that will be granted for this job is: Essential Office Skills Certification.' At the bottom, a table titled 'Core Skills for this Job' lists skills and their status:

Core Skills for this Job ?	Requirement	Self Rated	Tested	Training
Basic Computer Skills	High	Some	-	Courses
Basic Interpersonal and Teamwork Skills	High	None	-	Courses
Basic Math Skills	High	Some	-	Courses

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)

Interpersonal & Teamwork Skills Add to Learning Plan

Job success requires strong interpersonal and teamwork skills. Complete this self-study module to ensure you have the skills need to achieve your essential skills certification in this area.

Educator: NBSA Essential and Entry-Level Work Skills Library (No Fee Courses)
Price: US\$ 0.00
Duration: 6 Hours
Course Type: Distance education - online self-paced

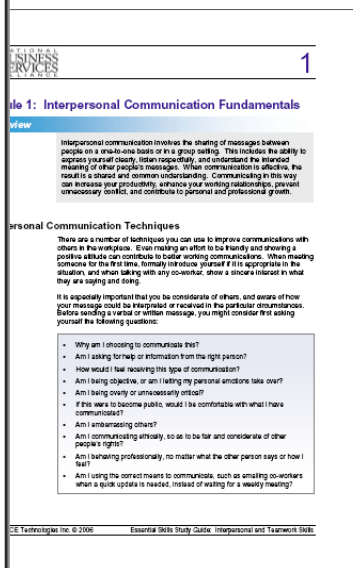
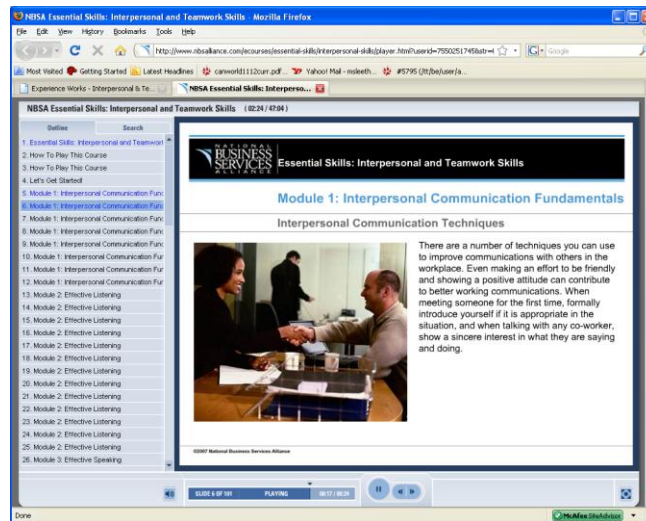
You have taken the first step towards further developing your Essential Workplace Skills.

Start your self-study course by selecting "Online Course" below. Or, you may download and save the study guide to your computer to work on at your convenience.


[Launch Online Course: Essential Interpersonal & Teamwork Skills](#) B

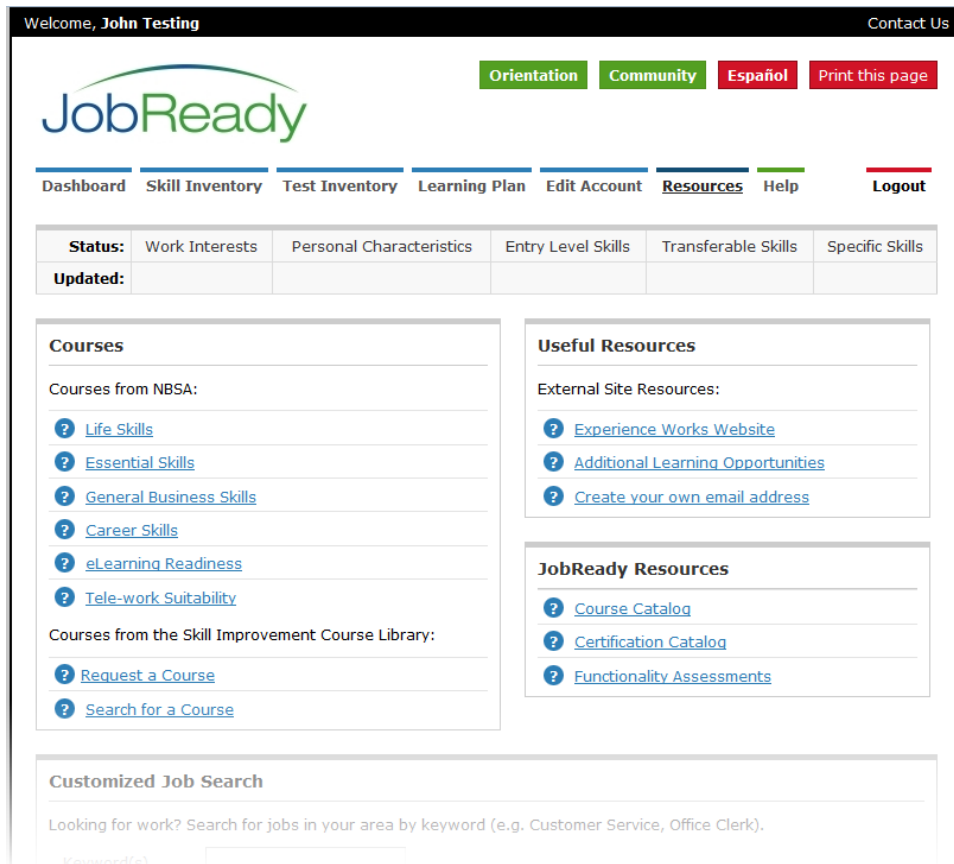
OR

[Study Guide: Interpersonal & Teamwork Skills](#) 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)



Welcome, **John Testing** Contact Us

Orientation
Community
Español
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JobReady

Dashboard
Skill Inventory
Test Inventory
Learning Plan
Edit Account
Resources
Help
Logout

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:					

Courses

Courses from NBSA:

- [? Life Skills](#)
- [? Essential Skills](#)
- [? General Business Skills](#)
- [? Career Skills](#)
- [? eLearning Readiness](#)
- [? Tele-work Suitability](#)

Courses from the Skill Improvement Course Library:

- [? Request a Course](#)
- [? Search for a Course](#)

Useful Resources

External Site Resources:

- [? Experience Works Website](#)
- [? Additional Learning Opportunities](#)
- [? Create your own email address](#)

JobReady Resources

- [? Course Catalog](#)
- [? Certification Catalog](#)
- [? Functionality Assessments](#)

Customized Job Search

Looking for work? Search for jobs in your area by keyword (e.g. Customer Service, Office Clerk).

Keyword(s)

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)

Interpersonal & Teamwork Skills Add to Learning Plan

Job success requires strong interpersonal and teamwork skills. Complete this self-study module to ensure you have the skills need to achieve your essential skills certification in this area.

Educator: NBSA Essential and Entry-Level Work Skills Library (No Fee Courses)
Price: US\$ 0.00
Duration: 6 Hours
Course Type: Distance education - online self-paced

You have taken the first step towards further developing your Essential Workplace Skills.

Start your self-study course by selecting "Online Course" below. Or, you may download and save the study guide to your computer to work on at your convenience.

[Launch Online Course: Essential Interpersonal & Teamwork Skills](#)

OR

[Study Guide: Interpersonal & Teamwork Skills](#)

Requesting Access to Courses

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

Dashboard Skill Inventory Test Inventory Learning Plan Edit Account Resources Help Logout

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	09 NOV 2012				

Advancing Service Expertise Request Course Access

A certain degree of pampering is key to achieving customer loyalty, and this course shows us how to make "five star attitude" an integral part of our service commitment. These lessons are designed to foster awareness and new skills that deepen our customer service expertise. Gain techniques for personalizing customer interaction. Enhance your approach to customer assistance by giving it form in a structured plan. Understand the critical differences in specialized service when you are dealing with customers over the phone. And since technology now has an increasingly important place in daily business, you'll integrate tips for service-friendly e-mail into your customer assistance practices. With interactive examples, simulated dialogues, and game-like exercises, this skill-building course takes your customer service proficiency up a notch toward excellence.

Educator: Skill Improvement Course Library

- 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.

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	09 NOV 2012				

Some fields below need your attention

Course Access

You have requested access to the course .

We require additional information to process your request.

Email:

Phone:

Comments:

Step 1: Your course request must be approved by your Experience Works Employment & Training Coordinator. Download, print and complete the Course Request form accessible via the download link below, and then take it to your Experience Works Representative.

Step 2: [Download Course Request PDF](#)

Yes, if this course is granted to me, I intend to take and complete it for the purposes of being awarded a certificate of completion.

- 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.

Dashboard	Skill Inventory	Test Inventory	Learning Plan	Edit Account	Resources	Help	Logout
---------------------------	---------------------------------	--------------------------------	-------------------------------	------------------------------	---------------------------	----------------------	------------------------

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	27 JUL 2009	27 JUL 2009	27 JUL 2009		01 FEB 2010

Learning plan

Course Info	Status	Skill
Course: Time Management Skills Educator: NBSA Essential and Entry-Level Work Skills Library (No Fee Courses) Due Date: 2008.05.13	In Progress	Basic Time Management Skills
Course: Computer Skills Educator: NBSA Essential and Entry-Level Work Skills Library (No Fee Courses) Due Date: 2008.10.12	Completed	Basic Computer Skills
Course: Personal and Health Management Educator: NBSA Life Skills Library (No Fee Courses) Due Date: 2010.05.28	Not Started	Life Skills: Personal and Health Management

[Remove](#)

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)

Dashboard Skill Inventory **Test Inventory** Learning Plan Edit Account Resources Help Logout

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	01 JAN 2010	01 JAN 2010	05 JAN 2010	01 JAN 2010	28 JAN 2010

Incomplete Tests

Skill	Status
MS Excel Fundamentals	Continue Test

Completed Tests

Skill	Status
Essential Computer Skills	95%
Essential Transferable Skills for Trades - Quick Test	91%
eLearning Readiness	88%

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	✗
Respect and Awareness of Work Culture Diversity	✗
Preventing and Resolving Conflict	✓

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)

The screenshot shows the 'Skill Inventory' page with a navigation bar at the top containing 'Dashboard', 'Skill Inventory', 'Test Inventory', 'Learning Plan', 'Edit Account', 'Resources', 'Help', and 'Logout'. Below the navigation bar is a table with columns for 'Status', 'Work Interests', 'Personal Characteristics', 'Entry Level Skills', 'Transferable Skills', and 'Specific Skills', each with an 'Updated' date. The main content area is titled 'Skill Inventory' and includes a legend for 'Not Attained' (red) and 'Attained' (green). The table below has columns for 'Skill', 'Self-Rated', 'Tested', and 'Training'. Annotations are as follows: 'D' points to the 'Skill Inventory' title; 'E' points to the 'Courses' link in the 'Training' column; 'F' points to the 'Start Test' button in the 'Tested' column; and 'G' points to the '95%' score in the 'Tested' column.

Skill	Self-Rated	Tested	Training
Basic Bookkeeping Skills	Very Low	Start Test	Courses
Basic Cleaning Skills	High	-	
Basic Computer Skills	High	95%	Courses
Basic Construction Skills	High	-	
Basic Cooking Skills	High	-	
Basic Customer Service Skills	Moderate	Start Test	Courses
Basic Electricity	Low	-	
Basic Electronics	Very Low	-	

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)

Welcome, **Marc Testing** Contact Us

Orientation
Community
Español
Print this page

Dashboard
Skill Inventory
Test Inventory
Learning Plan
Edit Account
Resources
Help
Logout

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	09 AUG 2012	09 AUG 2012	09 JUL 2012	04 JUL 2012	20 APR 2012

Courses

Courses from NBSA:

- [? Life Skills](#)
- [? Essential Skills](#)
- [? General Business Skills](#)
- [? Career Skills](#)
- [? eLearning Readiness](#)
- [? Tele-work Suitability](#)

Courses from the Skill Improvement Course Library:

- [? Request a Course](#)
- [? Search for a Course](#)

Useful Resources

External Site Resources:

- [? Experience Works Website](#)
- [? Additional Learning Opportunities](#)
- [? Create your own email address](#)

JobReady Resources

- [? Course Catalog](#)
- [? Certification Catalog](#)
- [? Functionality Assessments](#)

IEP			
	Career	Type	Date
Display	Pet Groomer	Reassessment	2012-08-01
Display	Pet Groomer	Reassessment	2012-05-31

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

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Orientation
Community
Español
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JobReady

Dashboard
Skill Inventory
Test Inventory
Learning Plan
Edit Account
Resources
Help
Logout

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	09 AUG 2012	09 AUG 2012	09 JUL 2012	04 JUL 2012	20 APR 2012

The purpose of this plan is to outline the steps that will prepare me to get a job.
I will follow this plan to achieve my employment goal.

Individual Employment Plan

State	New York	County	Z - Demo Location Only
Project Name	Test		
Date	2012-08-01		
Participant Name	Marc Testing	Participant ID#	454

I wish to improve the following from participation in the Senior Community Service Employment Program (SCSEP):
(Check all that apply)

<input checked="" type="checkbox"/> Income	<input checked="" type="checkbox"/> Independence	<input checked="" type="checkbox"/> Socializing/Meeting new people	<input type="checkbox"/> Self Confidence	<input type="checkbox"/> Sense of Purpose
<input type="checkbox"/> Quality of Life	<input checked="" type="checkbox"/> Retirement Income/Pension	<input checked="" type="checkbox"/> Health/Wellness	<input type="checkbox"/> Other :	

Initial
Modification
Reassessment

Date of Last IEP	Date of Enrollment	2011-11-03
Host Agency Name	Test	
Community Service Assignment	Test	



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)

Data Entry Operator

Saved [Search for Openings](#)

Data entry operators transfer data or information from source documents, files, or audio tapes, to software programs or paper copies. They must be able to receive, store and read data from various file formats, accurately transfer data, and ensure data is coded, indexed, filed or stored according to established procedures.

[View Related and Next Step Jobs](#)

Skill Testing Status

Status:	Job Skill Quick Test	Full Skill Tests	Certifications
Completed:	30 JAN 2008	07 AUG 2008	

Legend: Not Attained Attained

Skill Tests and Certifications for this Job

Essential Office Skills - Quick Test See Results

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

NBSA Certification Completed

Core Skills for this Job ?

	Requirement	Self Rated	Tested	Training
Basic Computer Skills	High	Moderate	See Results	Courses
Basic Interpersonal and Teamwork Skills	High	Some	See Results	Courses

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

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)

The screenshot shows a job listing for 'Data Entry Operator'. At the top, there is a green 'Saved' button and a blue 'Search for Openings' button. A red circle labeled 'A' is around the 'Search for Openings' button, with a red arrow pointing to it. Below the job title, there is a brief description of the role and a link to 'View Related and Next Step Jobs'. Below this, there is a 'Skill Testing Status' section with a table showing completion dates for 'Job Skill Quick Test', 'Full Skill Tests', and 'Certifications'. A legend indicates 'Not Attained' in red and 'Attained' in green.

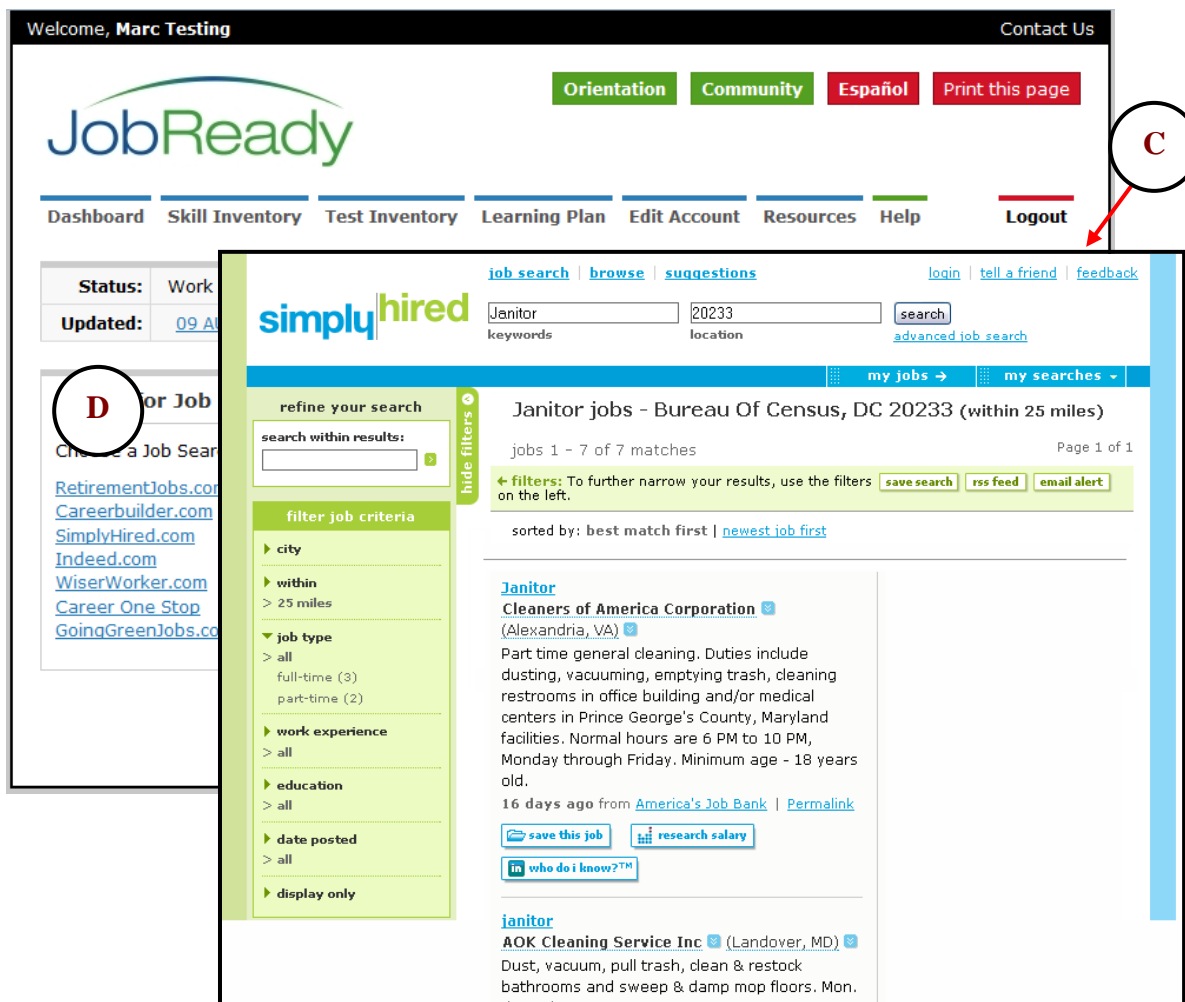
Status:	Job Skill Quick Test	Full Skill Tests	Certifications
Completed:	30 JAN 2008	07 AUG 2008	

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

The screenshot shows the 'Search for Job Openings' section. It contains a heading 'Search for Job Openings' and a sub-heading 'Choose a Job Search Engine'. Below this, there is a list of job search engine options: RetirementJobs.com, Careerbuilder.com, SimplyHired.com, Indeed.com, WiserWorker.com, Career One Stop, and GoingGreenJobs.com. A red circle labeled 'B' is around the list of options. At the bottom right of the page, there is the NBSA logo.

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?

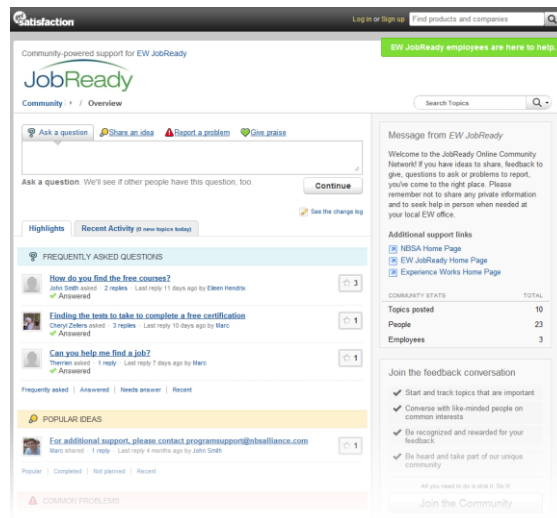
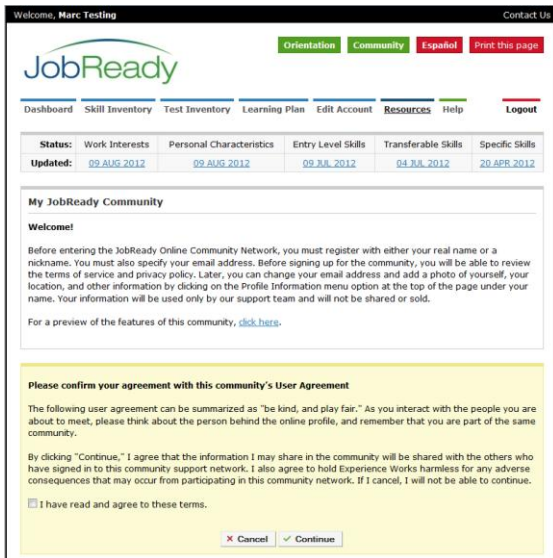
If you feel you've completely used every feature of the Experience Works JobReady website, remember that you can still do the following:

- 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.

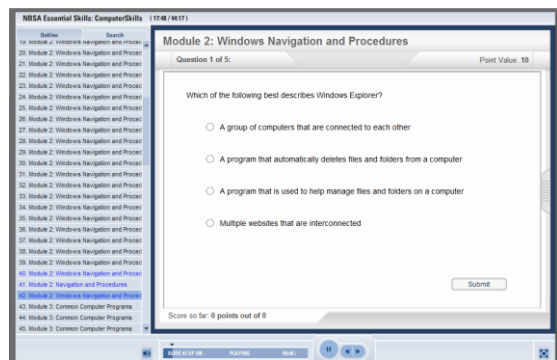
FREQUENTLY ASKED QUESTIONS

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.



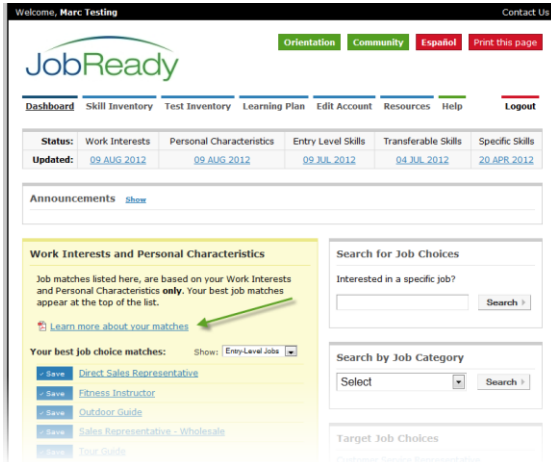
2. Where are the quiz results for the NBSA courses?



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?

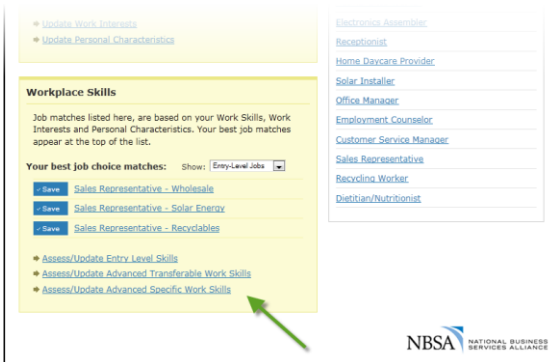
To learn more about the job matches you received based on your Work Interests and Personal Characteristics self-assessments, please click the link "[Learn more about your matches](#)" that is located on your Dashboard tab.



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

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[Skill Inventory](#)
[Test Inventory](#)
[Learning Plan](#)
[Edit Account](#)
[Resources](#)
[Help](#)
[Logout](#)

States:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	09_AUG_2012	09_AUG_2012	09_AUG_2012	09_AUG_2012	20_APR_2012

Announcements [show](#)

Work Interests and Personal Characteristics

Job matches listed here, are based on your Work Interests and Personal Characteristics **only**. Your best job matches appear at the top of the list.

[Learn more about your matches](#)

Your best job choice matches: Show:

- [Save](#) [Direct Sales Representative](#)
- [Save](#) [Fitness Instructor](#)
- [Save](#) [Outdoor Guide](#)
- [Save](#) [Sales Representative - Wholesale](#)
- [Save](#) [Tour Guide](#)

Search for Job Choices

Interested in a specific job?

Search by Job Category

Select

Target Job Choices

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

Skill Tests and Certifications for this Job

Essential Office Skills - Quick Test

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

Core Skills for this Job	Requirement	Self Rated	Tested	Training
Basic Computer Skills	High	None	-	Courses
Basic Interpersonal and Teamwork Skills	High	Some	-	Courses
Basic Math Skills	High	High	-	Courses
Basic Office Skills	High	None	-	Courses
Basic Reading and Comprehension Skills	High	Moderate	-	Courses
Basic Telephone Skills	High	None	-	Courses
Basic Time Management Skills	High	None	-	Courses