



## Australia Newsletter March - April 2008

Hello everyone!

Skill shortages continue to plague most employers. Being “first-in” to hire available talent continues to be vital. SkillCheck Online Testing Service is one of the tools recruiters use to “reach-out” to prospective employees - be they contract, permanent or part-time/ casual.

### New Telephone Number!

Please update your contact details for us. We have a new telephone number which is **(03) 9555-4200**. Postal details are unchanged.

### Online Testing - Reminders

Minimizing “Cheating” - un-proctored testing may increase the temptation for a candidate to “cheat”. One method to mitigate this risk is illustrated in TechTip #16 on our website.

Comprehensive skill evaluation and reference checking are still very important steps in the recruitment process!

Hotmail Users - <http://www.skillcheck.com.au/resources/TechnicalTips.htm> for the downloadable PDF document instructions for all Hotmail users. It is TechTip #13 that you need to provide to Hotmail users. The last thing any of us want is to make the recruitment process difficult. Help your candidates using Hotmail - send them this document!

### New products

#### AU Call Centre Customer Service Simulation (F)/ AU Call Centre Sales Simulation (F)

The long awaited Australian script and Australian voices for the Call Centre Simulation Scenarios have now been added to those using the SkillCheck Online Testing Service.

The “Call Centre Customer Service Scenarios” is an audio-based in-bound customer service assessment; the “Call Centre Sales Scenarios” is an audio-based out-bound assessment. These are excellent tests for candidates applying for call centre roles.

These tests include a CRM (Customer Relationship Management) module. The CRM gauges a candidate’s post-call action to complete internal follow-up.

These tests are both audio-based and interactive and have been programmed in “Flash” format. You will need Adobe Flash Player available from Adobe’s website at <http://www.adobe.com/products/flashplayer/>. See also TechTip#19 on our website.

Microsoft Windows Vista has been added to online users’ accounts.

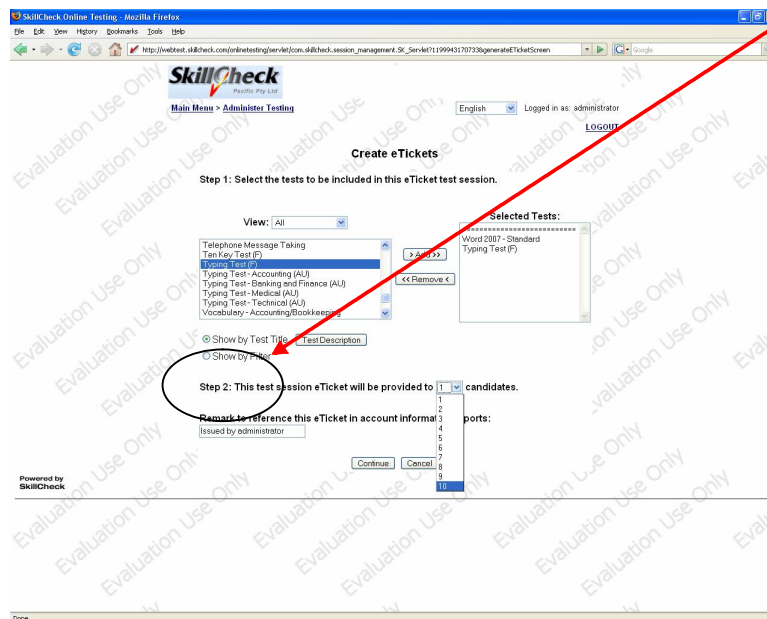
Identity Behavioural Assessments released recently include *Identity - Management*, *Identity Productivity*, *Identity Supervision* and *Identity Light Industrial*. Enquire for more details.

Office 2007 was released in April 2007. If your internet license includes the range of application & clerical testing, Office 2007 should be available as well.

## Other Services & Benefits

### Send the same test(s) to many candidates

When eTickets are being issued, if the same tests are required for multiple candidates (up to 10 at a time) you may create multiple eTickets by selecting the drop box:



**First Advantage Corporation** acquired SkillCheck Inc. (formerly a privately owned company) in February 2006. First Advantage is publicly traded on the NASDAQ National Market System under the symbol FADV.

***This has no effect upon local arrangements other than opening a wide host of additional services to existing SkillCheck customers. SkillCheck Pacific Pty Ltd is still here operating as we have done for almost 14 years.***

### Top 10 Reasons...

There are good reasons why over 100,000 SkillCheck online tests are conducted each month in Australia & New Zealand.

- Latest versions of Microsoft Office applications - 2007, 2003, 2002;
- Local support and expertise;
- Australian/ New Zealand customized tests;
- Longest-standing experience in recruitment issues;
- User-friendly & reliable interface;
- Unlimited use (qualified customers);
- New products added at no additional cost;
- Customization of online testing available;
- Local & global norming for many tests;
- SkillCheck the first supplier to offer Online testing - more experience.

Call with any questions or for more information. As always, I'm here to help.

Very best regards,

**John Lescohier**

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