



## Australia Newsletter May - June 2008

Hello everyone!

Skill shortages continue to plague most employers - even the well positioned and high profile companies are feeling the squeeze. SkillCheck Online Testing Service continues to help employers "reach-out" to prospective employees - be they contract, permanent or part-time/ casual.

### Online User Help

A reminder for online users; there are wide-ranging and comprehensive technical tips available online at <http://www.skillcheck.com.au/resources/technicaltips.htm>

Technical Tips are added as required; the latest - TechTip #23 and TechTip #24 - cover detailed steps to configure your web browser (Internet Explorer or FireFox).

Flash Player is required for those tests titles followed by the suffix (F). See TechTip #19 on our website for information.

Proxy Servers - If you have a "proxy server", ask your IT specialist to contact us for the special instructions to ensure your SkillCheck Online Testing Service continues to give smooth service!

Technical Tips are there for your use and information. Suggestions always welcome!

### New products

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

The Australian script and 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.

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.

### Online Testing - Reminders

Minimizing "Cheating" - un-proctored testing may increase the temptation for a candidate to "cheat". Mitigate this risk - see 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!

## Online notes

### Deleting expired eTickets

When issuing an eTicket, you may select eTicket validity duration from 1 to 90 days. eTickets that have not been used within the specified time frame are no longer available.

To delete an expired eTicket;

1. Navigate to **Administer Testing | Manage eTickets | Cancel an eTicket**.
2. Select the eTicket to be deleted from the drop-down list.
3. Select **Review**. This will show you details of the eTicket.
4. Click on the **Delete** button to permanently delete the selected eTicket.

### 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.

**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.

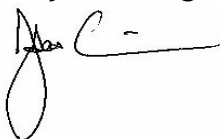
*[This has no effect upon local arrangements other than opening a wide host of additional services to existing SkillCheck customers. SkillCheck Pacific Pty Ltd is still here operating as we have done for over 14 years.](#)*

## 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.

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

Very best regards,



**John Lescohier**