



Suggestions for Online Test Administrators

Our objective is to always ensure your experience, and that of your candidates when using the SkillCheck Online Testing Service, is smooth and trouble-free. The following “Q & A’s” are designed to optimize your use of SkillCheck Online Testing.

Q How many tests should be included in a single eTicket session?

A Normally, no more than two application tests (e.g. Word & Excel) should be included in a single eTicket session. The reason for this is, as much as anything else, a courtesy to the candidate. Their time is valuable, just like yours.

Each application test will take from 20 to 25 minutes and thus the “session” may be up to 1 hour for 2 application tests, or 1 application plus 2 clerical skill tests.

It is considered good practice to allow a candidate a break when skill testing may take more than 1 hour. Thus, a second eTicket may be appropriate if more than 2 to 3 tests are required.

If testing is being conducted for non-application tests (e.g. typing, spelling, etc), up to 3 or even 4 tests might be included in a session.

Try to limit a single testing session to no more than 1 hour.

As a rule of thumb, allow the following approximate timings;

- 📁 Application tests - 20 to 25 minutes each
- 📁 Typing/ Data Entry - 5 minutes each
- 📁 General Clerical/ Light Industrial/ Food/ Retail - 10 to 15 minutes per test
- 📁 Specialist Tests (e.g. Call Centre Simulations, Accounting, etc.) - 40 minutes
- 📁 TimeSolver - 20 to 25 minutes each

Q Why do some candidates experience a “test freeze” on a specific question?

A There are several tests that have a particularly “challenging” question included which some candidates cannot answer and they report the “test freezes”.

It is unlikely the test has “frozen”; more likely the candidate is stuck on a question they cannot answer.

For help, go to <http://www.skillcheck.com.au/resources/technicaltips.htm> and click on the link to request the answers to these “challenging” questions.

Q We send eTickets to Hotmail users. Do special instructions apply?

A Yes, Hotmail users cannot click on the link within the eTicket e-mail message to take an online test. They must exit Hotmail and open a browser window - Internet Explorer or Firefox - and follow the special instructions in TechTip #13.

This TechTip is at <http://www.skillcheck.com.au/resources/technicaltips.htm>

Q How do we get Flash Player & Java plug-ins or updates?

A See <http://www.skillcheck.com.au/resources/technicaltips.htm> TechTip #19 & TechTip #20 will help you with these downloads.



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Q What are the System “Technical” Requirements?

A See <http://www.skillcheck.com.au/resources/technicaltips.htm> - TechTip #6

Q Where do I get instructions to configure Internet Explorer/ Firefox Browser?

A See <http://www.skillcheck.com.au/resources/technicaltips.htm> - TechTip #23 & TechTip #24 will assist you with this. Generally, these extra steps are not required as most browsers are already setup correctly to use our services.

Q Internal vs. External Testing - is there a recommended “balance”?

A The SkillCheck Online Testing Service is designed for you to send the majority of your testing sessions externally to candidates. Generally, this should be at a home or private e-mail address.

Sending eTickets to a person’s work e-mail address is not recommended. Most employers may not allow the necessary “rights” for an employee (who is seeking a new job elsewhere) to do online testing in their office.

See <http://www.skillcheck.com.au/resources/technicaltips.htm> - TechTip #16 for information on minimizing cheating in an un-proctored testing environment.

Operating multiple PC’s for online testing in-house may cause the response and refresh rates of the tests to be slower. This is due to the extra load being placed on your own internal resources.

The recommended balance is that 95% or more of your skill testing is done externally before you invite candidates in for an interview.

It makes sense to interview candidates who have proven skills rather than clogging your offices with those who do not have required skills. Any extra or re-testing can be initiated after the interview.

Q How can I protect my account from unauthorized use?

A One of several ways to protect your SkillCheck Online Testing Service account from unauthorized use (by a former employee for example) is to create and maintain separate user accounts for those staff authorized to use the service. See the “Administrator’s User Guide” (which was issued to you when you first subscribed to the SkillCheck Online Testing Service) for details on how to do this.

You may request another copy of this guide from online@skillcheck.com.au

Do not divulge your administrator login details to anyone not specifically authorized to act as the account administrator.

Q How can I retrieve past score reports?

A Past score reports are stored on our servers for 2 years. You may search for past scores via the *Main Menu | Search for Scores* function. There are a variety of options available to refine and conduct your search.



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Q How can we delete unused and expired eTickets?

A Go the *Main Menu | Administer Testing | Manage eTickets | Cancel an eTicket*. Use the drop-down menu to select eTicket to be deleted. Click the “Review” button. Click the “Delete” button. The eTicket is then permanently deleted.

Q Do unused e-tickets affect the number of tests available on a metered site?

A No, unused e-tickets do not subtract from the number of test meters you have available until they are actually used. Similarly, expired eTickets are not deducted from the number of meter credits available.

Q Is there is a User’s Guide for specifically for eTicket users?

A You may request the “Users Guide (eTickets)” from online@skillcheck.com.au

Q We have a proxy server in our network configuration. Is there anything special our IT Manager needs to know for us to use the SkillCheck Online Testing Service?

A Yes, please ask your IT Manager to contact online@skillcheck.com.au and ask for the additional instructions that may apply for those with a proxy server.

Q I have another question - where can I get help?

A Call us - **AUS (03) 9555-4200** - **NZ (09) 818-6100**