We believe many factors contribute to an individual's success on the job. Therefore, IBM Kenexa offers an expansive portfolio of assessments that assess innate traits, learned skills, and job/organizational fit for individuals, managers, and leaders. We offer solutions for both selection (pre-hire) and developmental (post-hire) needs. Our ready-to-use solutions are available for many different job levels and industries to predict a range of different business outcomes and solve unique business challenges.

Selectors

Administrative Selector	Hotel Manager Selector	Retail Associate Selector
Bank Teller Selector	Inbound Call Center Selector	Retail Manager Selector
Call Center Manager Selector	Manager Selector	Sales Associate Selector
Distribution Associate Selector	Nurse Selector	Sales Manager Selector
Healthcare Manager Selector	Outbound Call Center Selector	Service Associate Selector
Hospitality Associate Selector	Restaurant Manager Selector Assessment	

Performance Indicator Assessments

Customer Service Performance Indicator	Retention Performance Indicator*	Sales Performance Indicator*
Engagement Performance Indicator	Safety Performance Indicator*	Teamwork Performance Indicator
* Not available outside of the US		

Fit Assessments

IBM Kenexa Job Fit Bank Teller	IBM Kenexa Job Fit Industrial Warehouse Worker	IBM Kenexa Job Fit Sales
IBM Kenexa Job Fit Call Center		
IBM Kenexa Job Fit Hospitality Associate	IBM Kenexa Job Fit Retail Associate	

Onboarding and Performance Assessments

Learning Styles Questionnaire	Motivation Questionnaire	Occupational Personality Inventory

Computer Adaptive Ability Assessments

CAT Logical Reasoning Test	CAT Numerical Reasoning Test	CAT Verbal Reasoning Test

Software Titles

ACCPAC Pro Series
Adobe Acrobat 7.0 Standard
Adobe Acrobat 8.0 Standard
Adobe Acrobat 9.0 Standard
Adobe Acrobat X
Adobe Acrobat XI
Adobe Dreamweaver - Creative Cloud *New!*
Adobe Flash CS3 Professional
Adobe Flash Professional CS5
Adobe Flex 3
Adobe Illustrator - Creative Cloud *New!*
Adobe Illustrator CS
Adobe Illustrator CS2
Adobe Illustrator CS3
Adobe Illustrator CS5
Adobe Illustrator CS6
Adobe InDesign - Creative Cloud *New!*
Adobe InDesign CS
Adobe InDesign CS2
Adobe InDesign CS3
Adobe InDesign CS4
Adobe InDesign CS5
Adobe InDesign CS6
Adobe PageMaker 7
Adobe Photoshop - Creative Cloud *New!*
Adobe Photoshop CS
Adobe Photoshop CS2
Adobe Photoshop CS3
Adobe Photoshop CS4
Adobe Photoshop CS5
Adobe Photoshop CS6
Corel WordPerfect X6
Desktop Publishing Theory Skills
Dutch Microsoft Excel 2013 - Normal User *New!*
Dutch Microsoft Excel 2013 - Power User *New!*
Dutch Microsoft Excel 2013 - Whole Test *New!*
FileMaker Pro 6
French Canadian Microsoft Access 2007
French Canadian Microsoft Access 2010
French Canadian Microsoft Access 2013
French Canadian Microsoft Excel 2007 - Normal User
French Canadian Microsoft Excel 2007 - Power User
French Canadian Microsoft Excel 2007 - Whole Test
French Canadian Microsoft Excel 2010 - Normal User
French Canadian Microsoft Excel 2010 - Power User
French Canadian Microsoft Excel 2010 - Whole Test
French Canadian Microsoft Excel 2013 - Normal User
French Canadian Microsoft Excel 2013 - Power User
French Canadian Microsoft Excel 2013 - Whole Test
French Canadian Microsoft Excel 2016 - Normal User *New!*
French Canadian Microsoft Excel 2016 - Power User *New!*
French Canadian Microsoft Excel 2016 - Whole Test *New!*
French Canadian Microsoft Outlook 2007 *New!*
French Canadian Microsoft Outlook 2010 *New!*

French Canadian Microsoft Outlook 2013 *New!*
French Canadian Microsoft PowerPoint 2007 - Normal User
French Canadian Microsoft PowerPoint 2007 - Power User
French Canadian Microsoft PowerPoint 2007 - Whole Test
French Canadian Microsoft PowerPoint 2010 - Normal User
French Canadian Microsoft PowerPoint 2010 - Power User
French Canadian Microsoft PowerPoint 2010 - Whole Test
French Canadian Microsoft PowerPoint 2013 - Normal User
French Canadian Microsoft PowerPoint 2013 - Power User
French Canadian Microsoft PowerPoint 2013 - Whole Test
French Canadian Microsoft Word 2007 - Normal User
French Canadian Microsoft Word 2007 - Power User
French Canadian Microsoft Word 2007 - Whole Test
French Canadian Microsoft Word 2010 - Normal User
French Canadian Microsoft Word 2010 - Power User
French Canadian Microsoft Word 2010 - Whole Test
French Canadian Microsoft Word 2013 - Normal User
French Canadian Microsoft Word 2013 - Power User
French Canadian Microsoft Word 2013 - Whole Test
French Canadian Microsoft Word 2016 - Normal User *New!*
French Canadian Microsoft Word 2016 - Power User *New!*
French Canadian Microsoft Word 2016 - Whole Test *New!*
French Microsoft Excel 2013 - Normal User *New!*
French Microsoft Excel 2013 - Power User *New!*
French Microsoft Excel 2013 - Whole Test *New!*
French Microsoft Word 2013 - Normal User *New!*
French Microsoft Word 2013 - Power User *New!*
French Microsoft Word 2013 - Whole Test *New!*
German Microsoft Excel 2013 - Normal User *New!*
German Microsoft Excel 2013 - Power User *New!*
German Microsoft Excel 2013 - Whole Test *New!*
German Microsoft Word 2013 - Normal User *New!*
German Microsoft Word 2013 - Power User *New!*
German Microsoft Word 2013 - Whole Test *New!*
Legal MacPac 2000
Lotus Notes 4.5 for Users
Lotus Notes 5.0 for Users
Lotus Notes 6.5 for Users
Lotus Notes 8.5 for Users
Macintosh Basics OS 9
Medisoft
Microsoft Access 2007

Microsoft Access 2010
Microsoft Access 2013
Microsoft Access 2016 *New!*
Microsoft Excel 2003 - Normal User
Microsoft Excel 2003 - Power User
Microsoft Excel 2003 - Whole Test
Microsoft Excel 2007 - Normal User
Microsoft Excel 2007 - Power User
Microsoft Excel 2007 - Whole Test
Microsoft Excel 2010 - Normal User
Microsoft Excel 2010 - Power User
Microsoft Excel 2010 - Whole Test
Microsoft Excel 2013 - Normal User
Microsoft Excel 2013 - Power User
Microsoft Excel 2013 - Whole Test
Microsoft Excel 2016 - Normal User
Microsoft Excel 2016 - Power User
Microsoft Excel 2016 - Whole Test
Microsoft FrontPage 2003
Microsoft Internet Explorer 10.0
Microsoft Outlook 2007
Microsoft Outlook 2010
Microsoft Outlook 2013
Microsoft Outlook 2016
Microsoft PowerPoint 2007 - Normal User
Microsoft PowerPoint 2007 - Power User
Microsoft PowerPoint 2007 - Whole Test
Microsoft PowerPoint 2010 - Normal User
Microsoft PowerPoint 2010 - Power User
Microsoft PowerPoint 2010 - Whole Test
Microsoft PowerPoint 2013 - Normal User
Microsoft PowerPoint 2013 - Power User
Microsoft PowerPoint 2013 - Whole Test
Microsoft PowerPoint 2016 - Normal User
Microsoft PowerPoint 2016 - Power User
Microsoft PowerPoint 2016 - Whole Test
Microsoft Project 2000
Microsoft Project 2003
Microsoft Project 2007
Microsoft Project 2010 Professional
Microsoft Project 2013
Microsoft Publisher 2002
Microsoft Publisher 2007
Microsoft Publisher 2010
Microsoft Publisher 2013
Microsoft Windows 7
Microsoft Windows XP
Microsoft Word 2003 - Normal User
Microsoft Word 2003 - Power User
Microsoft Word 2003 - Whole Test
Microsoft Word 2007 - Normal User
Microsoft Word 2007 - Power User
Microsoft Word 2007 - Whole Test
Microsoft Word 2010 - Normal User
Microsoft Word 2010 - Power User
Microsoft Word 2010 - Whole Test
Microsoft Word 2013 - Normal User
Microsoft Word 2013 - Power User
Microsoft Word 2013 - Whole Test
Microsoft Word 2016 - Normal User

Software Titles (continued)

Microsoft Word 2016 - Power User
Microsoft Word 2016 - Whole Test
Peachtree 2007
QuarkXPress 5 Advanced
QuarkXPress 5 Basics
QuarkXPress 6
QuarkXPress 9
QuickBooks Pro 2006
QuickBooks Pro 2007
QuickBooks Pro 2008
QuickBooks Pro 2009
QuickBooks Pro 2010
QuickBooks Pro 2011
QuickBooks Pro 2012
QuickBooks Pro 2013
QuickBooks Pro 2013 v2
QuickBooks Pro 2015
Quicken 2012
Quicken 2013
Sage Peachtree Pro 2012

Sage Simply Accounting Pro 2012
Simply Accounting 2006
Simply Accounting 2010
Summation iBlaze 3.0
U.K. Microsoft Access 2010
U.K. Microsoft Access 2013
U.K. Microsoft Excel 2010 - Normal User
U.K. Microsoft Excel 2010 - Power User
U.K. Microsoft Excel 2010 - Whole Test
U.K. Microsoft Excel 2013 - Normal User
U.K. Microsoft Excel 2013 - Power User
U.K. Microsoft Excel 2013 - Whole Test
U.K. Microsoft Excel 2016 - Normal User *New!*
U.K. Microsoft Excel 2016 - Power User *New!*
U.K. Microsoft Excel 2016 - Whole Test *New!*
U.K. Microsoft Outlook 2010 *New!*
U.K. Microsoft Outlook 2013 *New!*
U.K. Microsoft Outlook 2016 *New!*
U.K. Microsoft PowerPoint 2010 - Normal User
U.K. Microsoft PowerPoint 2010 - Power User

U.K. Microsoft PowerPoint 2010 - Whole Test
U.K. Microsoft PowerPoint 2013 - Normal User
U.K. Microsoft PowerPoint 2013 - Power User
U.K. Microsoft PowerPoint 2013 - Whole Test
U.K. Microsoft PowerPoint 2016 - Normal User *New!*
U.K. Microsoft PowerPoint 2016 - Power User *New!*
U.K. Microsoft PowerPoint 2016 - Whole Test *New!*
U.K. Microsoft Windows 7 *New!*
U.K. Microsoft Word 2010 - Normal User
U.K. Microsoft Word 2010 - Power User
U.K. Microsoft Word 2010 - Whole Test
U.K. Microsoft Word 2013 - Normal User
U.K. Microsoft Word 2013 - Power User
U.K. Microsoft Word 2013 - Whole Test
U.K. Microsoft Word 2016 - Normal User *New!*
U.K. Microsoft Word 2016 - Power User *New!*
U.K. Microsoft Word 2016 - Whole Test *New!*

Administrative/Clerical Titles

Advanced Spelling
Algebra
Analytical Skills
AUS-NZ Advanced Spelling
AUS-NZ Analytical Skills
AUS-NZ Basic Computer Terminology
AUS-NZ Basic Office Skills
AUS-NZ Basic Office Skills [No Math]
AUS-NZ Basic Office Skills [No Verbal]
AUS-NZ Basic Reading Comprehension
AUS-NZ Basic Spelling
AUS-NZ Clerical Proofreading
AUS-NZ Computer Literacy
AUS-NZ Data Entry 10 Key [Onscreen]
AUS-NZ Data Entry 10 Key Quick Test [Onscreen]
AUS-NZ Data Entry Alpha Numeric [Onscreen]
AUS-NZ English as a Second Language
AUS-NZ Internet Basics
AUS-NZ Numeric Filing
AUS-NZ Office Grammar and Spelling
AUS-NZ Office Maths Skills
AUS-NZ Shorthand
AUS-NZ Typing - Medical [1 Minute Hardcopy]
AUS-NZ Typing - Medical [1 Minute Onscreen]
AUS-NZ Typing - Medical [3 Minutes Hardcopy]
AUS-NZ Typing - Medical [3 Minutes Onscreen]
AUS-NZ Typing - Medical [5 Minutes Hardcopy]
AUS-NZ Typing - Medical [5 Minutes Onscreen]
AUS-NZ Vocabulary
AUS-NZ Vocabulary - Homophone Usage
Basic English - Images
Basic Numeric Conversion
Basic Office Skills
Basic Office Skills [No Math]

Basic Office Skills [No Verbal]
Basic Reading Comprehension
Basic Spelling
Bookkeeping
Business Etiquette
Business Systems Analyst
Business Writing
Canadian Advanced Spelling
Canadian Basic Spelling
Canadian Cash Handling
Canadian Cash Handling [No Pennies]
Canadian Data Entry Alpha Numeric [Hardcopy - No French Characters]
Canadian Data Entry Alpha Numeric [Hardcopy]
Canadian Data Entry Alpha Numeric [Onscreen - No French Characters]
Canadian Data Entry Alpha Numeric [Onscreen]
Canadian Human Resources Basics
Canadian Office Grammar and Spelling
Canadian Typing - General [5 Minutes Hardcopy]
Canadian Typing - General [5 Minutes Onscreen]
Canadian Typing - General 2 [5 Minutes Hardcopy]
Canadian Typing - General 2 [5 Minutes Onscreen]
Canadian Typing - General 3 [5 Minutes Hardcopy]
Canadian Typing - General 3 [5 Minutes Onscreen]
Canadian Typing - General 4 [5 Minutes Hardcopy]
Canadian Typing - General 4 [5 Minutes Onscreen]
Cash Handling
Clerical Proofreading
Coding
Comparison Skills
Computer Literacy - Advanced
Computer Literacy - Basic
Corrective Proofreading - Independent Films

Corrective Proofreading - Reply Letter
Corrective Proofreading - Restaurant Review
Customer Service Mindset Survey
Data Entry 10 Key [Hardcopy]
Data Entry 10 Key [Onscreen]
Data Entry 10 Key Quick Test [Hardcopy]
Data Entry 10 Key Quick Test [Onscreen]
Data Entry 10 Key with Decimals [Hardcopy]
Data Entry 10 Key with Decimals [Onscreen]
Data Entry Alpha Numeric [Hardcopy]
Data Entry Alpha Numeric [Onscreen]
Data Entry Check Number Database [Hardcopy]
Data Entry Check Number Database [Onscreen]
Data Entry Inventory Database [Hardcopy]
Data Entry Inventory Database [Onscreen]
Email Etiquette
English as a Second Language
Filing by Name
Following Verbal Instructions [audio]
Following Written Instructions
French Canadian Advanced Spelling
French Canadian Analytical Skills
French Canadian Basic Office Skills
French Canadian Basic Office Skills [No Math]
French Canadian Basic Office Skills [No Verbal]
French Canadian Basic Reading Comprehension
French Canadian Basic Spelling
French Canadian Cash Handling
French Canadian Cash Handling [No Pennies]
French Canadian Coding
French Canadian Data Entry 10 Key [Onscreen]
French Canadian Data Entry Alpha Numeric [Onscreen]

French Canadian Data Entry Check Number Database [Onscreen]
French Canadian Office Grammar and Spelling
French Canadian Typing - General [5 Minutes Hardcopy]
French Canadian Typing - General [5 Minutes Onscreen]
French Canadian Typing - General 2 [5 Minutes Hardcopy]
French Canadian Typing - General 2 [5 Minutes Onscreen]
French Canadian Typing - General 3 [5 Minutes Hardcopy]
French Canadian Typing - General 3 [5 Minutes Onscreen]
French Canadian Typing - General 4 [5 Minutes Hardcopy]
French Canadian Typing - General 4 [5 Minutes Onscreen]
French Canadian Writing Sample - Customer Service
French Canadian Writing Sample - Email
French Canadian Writing Sample - Thank You Letter
French Typing - General [1 Minute Hardcopy]
French Typing - General [1 Minute Onscreen]
French-English Bilingual
French-English Bilingual (Intermediate)
German Basic Office Skills
German Basic Office Skills [No Math]
German Basic Office Skills [No Verbal]
German Data Entry 10 Key [Hardcopy]
German Data Entry 10 Key [Onscreen]
German Data Entry Alpha Numeric [Hardcopy]
German Data Entry Alpha Numeric [Onscreen]
German Typing - General [1 Minute Hardcopy]
German Typing - General [1 Minute Onscreen]
German Typing - General [3 Minutes Hardcopy]
German Typing - General [3 Minutes Onscreen]
German-English Bilingual
Haitian Creole-English Bilingual
Healthcare Benefits Knowledge
Human Resources Basics
Human Resources Benefits Knowledge
Internet Basics
Internet Research Skills
Interviewing and Hiring Concepts
Italian Typing - General [1 Minute Hardcopy]
Italian Typing - General [1 Minute Onscreen]
Italian-English Bilingual
Listening Skills [audio]
Logical Reasoning - Classifying
Logical Reasoning - Decision Making
Logical Reasoning - Drawing Conclusions
Mailroom Management Skills
Marketing Fundamentals
Matching - Addresses
Matching - Images
Matching - Passage

Math Word Problems
Numeric Filing
Numeric Proofreading
Office Abbreviations
Office Filing Skills
Office Grammar and Spelling
Office Management Skills
Office Math Skills
Office Reasoning Sample - People Management
Office Reasoning Sample - Problem Solving
Office Reasoning Sample - Project Event Planning
Office Reasoning Sample - Project Time Management
Office Telephone Etiquette
PeopleSoft HRMS
Portuguese Basic Office Skills
Portuguese Basic Office Skills [No Math]
Portuguese Basic Office Skills [No Verbal]
Portuguese Basic Reading Comprehension
Portuguese Data Entry 10 Key [Hardcopy]
Portuguese Data Entry 10 Key [Onscreen]
Portuguese Data Entry 10 Key Quick Test [Hardcopy]
Portuguese Data Entry 10 Key Quick Test [Onscreen]
Portuguese Data Entry Alpha Numeric [Hardcopy]
Portuguese Data Entry Alpha Numeric [Onscreen]
Portuguese Office Grammar and Spelling
Portuguese Typing - General [1 Minute Hardcopy]
Portuguese Typing - General [1 Minute Onscreen]
Portuguese Typing - General [3 Minutes Hardcopy]
Portuguese Typing - General [3 Minutes Onscreen]
Portuguese Typing - General [5 Minutes Hardcopy]
Portuguese Typing - General [5 Minutes Onscreen]
Portuguese Writing Sample - Customer Service
Portuguese Writing Sample - Email
Portuguese Writing Sample - Thank You Letter
Portuguese-English Bilingual
Project Management for IT Professionals
Project Management Fundamentals
Proofreader Marks
Punctuation
Reading Comprehension
Recruiting Fundamentals
Sales Concepts
SAS 9 - Data Analyst
Shorthand
Software Quality Assurance
Software Testing
South African Data Entry Alpha Numeric [Onscreen]
South African Human Resources Basics
Spanish Analytical Skills
Spanish Basic Office Skills
Spanish Basic Office Skills [No Math]
Spanish Basic Office Skills [No Verbal]
Spanish Basic Reading Comprehension
Spanish Matching - Images
Spanish Office Grammar and Spelling

Spanish Typing - General [1 Minute Hardcopy]
Spanish Typing - General [1 Minute Onscreen]
Spanish Typing - General [3 Minutes Hardcopy]
Spanish Typing - General [3 Minutes Onscreen]
Spanish Typing - General [5 Minutes Hardcopy]
Spanish Typing - General [5 Minutes Onscreen]
Spanish Writing Sample - Customer Service
Spanish Writing Sample - Email
Spanish-English Bilingual
Technical Terminology
Translation Sample - English to French
Translation Sample - English to Italian
Translation Sample - English to Portuguese
Translation Sample - English to Spanish
Translation Sample - French Canadian to English
Translation Sample - Italian to English
Translation Sample - Portuguese to English
Translation Sample - Spanish to English
Typing - General [1 Minute Hardcopy]
Typing - General [1 Minute Onscreen]
Typing - General [3 Minutes Hardcopy]
Typing - General [3 Minutes Onscreen]
Typing - General [5 Minutes Hardcopy]
Typing - General [5 Minutes Onscreen]
U.K. Advanced Spelling
U.K. Analytical Skills
U.K. Basic Computer Terminology
U.K. Basic Office Skills
U.K. Basic Office Skills [No Math]
U.K. Basic Office Skills [No Verbal]
U.K. Basic Reading Comprehension
U.K. Basic Spelling
U.K. Bookkeeping
U.K. Business Writing
U.K. Clerical Proofreading
U.K. Coding
U.K. Computer Literacy
U.K. Data Entry 10 Key [Hardcopy]
U.K. Data Entry 10 Key [Onscreen]
U.K. Data Entry 10 Key Quick Test [Hardcopy]
U.K. Data Entry 10 Key Quick Test [Onscreen]
U.K. Data Entry 10 Key With Decimals [Hardcopy]
U.K. Data Entry 10 Key With Decimals [Onscreen]
U.K. Data Entry Alpha Numeric [Hardcopy]
U.K. Data Entry Alpha Numeric [Onscreen]
U.K. English as a Second Language
U.K. Internet Basics
U.K. Matching - Images
U.K. Maths Word Problems
U.K. Numeric Filing
U.K. Numeric Proofreading
U.K. Office Grammar and Spelling
U.K. Office Maths Skills
U.K. Sales Concepts
U.K. Shorthand
U.K. Towns Spelling
U.K. Typing - General [1 Minute Hardcopy]
U.K. Typing - General [1 Minute Onscreen]
U.K. Typing - General [3 Minute Hardcopy]

Administrative/Clerical Titles (continued)

U.K. Typing - General [3 Minute Onscreen]
U.K. Typing - General [5 Minutes Hardcopy]
U.K. Typing - General [5 Minutes Onscreen]
U.K. Typing - Legal [1 Minute Hardcopy]
U.K. Typing - Legal [1 Minute Onscreen]
U.K. Typing - Legal [3 Minutes Hardcopy]
U.K. Typing - Legal [3 Minutes Onscreen]
U.K. Typing - Legal [5 Minutes Hardcopy]
U.K. Typing - Legal [5 Minutes Onscreen]
U.K. Typing - Medical [1 Minute Hardcopy]
U.K. Typing - Medical [1 Minute Onscreen]
U.K. Typing - Medical [3 Minutes Hardcopy]
U.K. Typing - Medical [3 Minutes Onscreen]
U.K. Typing - Medical [5 Minutes Hardcopy]

U.K. Typing - Medical [5 Minutes Onscreen]
U.K. Vocabulary
U.K. Vocabulary - Homophone Usage
U.K. Writing Sample - Advertising/Marketing
U.K. Writing Sample - Collection Letter
U.K. Writing Sample - Customer Service
U.K. Writing Sample - Email
U.K. Writing Sample - Market Research
U.K. Writing Sample - Persuasive
U.K. Writing Sample - Sales Correspondence
U.K. Writing Sample - Technical Writing
U.K. Writing Sample - Thank You Letter
U.S. Cities Spelling
Vocabulary

Vocabulary - Homonym Usage
World Cities/Countries Spelling
Writing Sample - Advertising/Marketing
Writing Sample - Collection Letter
Writing Sample - Customer Service
Writing Sample - Email
Writing Sample - Market Research
Writing Sample - Persuasive
Writing Sample - Sales Correspondence
Writing Sample - Social Media (Blog)
Writing Sample - Technical Writing [List Form]
Writing Sample - Technical Writing [Paragraph Form]
Writing Sample - Thank You Letter

Call Center Titles

AUS-NZ Call Centre Customer Service Survey
AUS-NZ Call Centre Inbound Sales Skills
AUS-NZ Call Centre Outbound Sales Skills
AUS-NZ Call Centre World Geography
Call Center 911 Operators
Call Center Advanced Spelling [audio]
Call Center Basic Spelling [audio]
Call Center Consumer Collections
Call Center Customer Service Scenarios
Call Center Customer Service Scenarios [audio]
Call Center Customer Service Survey
Call Center Data Entry [audio]
Call Center Environment [audio]
Call Center German-English Bilingual [audio]
Call Center Inbound Sales Skills
Call Center Italian-English Bilingual [audio]
Call Center Listening Skills [audio]
Call Center Math
Call Center Outbound Sales Skills

Call Center Portuguese-English Bilingual [audio]
Call Center Retention [audio]
Call Center Spanish-English Bilingual [audio]
Call Center Technical Support
Call Center Technical Support [audio]
Call Center Telephone Etiquette
Call Center U.S. Cities Spelling [audio]
Call Center U.S. Geographical Locations
Call Center U.S. State Abbreviations [audio]
Call Center World Geography
Call Centre French Canadian-English Bilingual [audio]
Canadian Call Centre Data Entry [audio]
French Canadian Call Centre Customer Service Survey
French Canadian Call Centre Data Entry [audio]
French Canadian Call Centre Listening Skills [audio]
French Canadian Call Centre Telephone Etiquette

German Call Center Data Entry [audio]
German Call Center Listening Skills [audio]
Portuguese Call Center Data Entry [audio]
Portuguese Call Center Listening Skills [audio]
Spanish Call Center Customer Service Scenarios [audio]
Spanish Call Center Customer Service Survey
Spanish Call Center Listening Skills [audio]
Spanish Call Center Telephone Etiquette
U.K. Call Centre Customer Service Survey
U.K. Call Centre Data Entry [audio]
U.K. Call Centre Inbound Sales Skills
U.K. Call Centre Maths
U.K. Call Centre Outbound Sales Skills
U.K. Call Centre Telephone Etiquette
U.K. Call Centre Towns Spelling [audio]
U.K. Call Centre World Geography

Financial Titles

Accounting Terminology - Advanced
Accounting Terminology - Basic
Accounts Payable
Accounts Receivable
ADP - Payroll
Advanced Accounting
Auditing
AUS Bookkeeping
AUS-NZ Accounts Payable
AUS-NZ Accounts Receivable
AUS-NZ Advanced Accounting
AUS-NZ General Accounting
AUS-NZ MYOB Accounting Plus
AUS-NZ SAP for Users
Bank Teller Skills
Basic Bank Teller Skills

Bookkeeping - Professional
Budget Aide Skills
Budget Officer Skills
Business Income Tax
BusinessObjects 5 - Client
Canadian Accounts Payable
Canadian Accounts Receivable
Canadian Advanced Accounting
Canadian Bookkeeping - Professional
Canadian General Accounting
Canadian Payroll
Casualty Insurance - Automobile
Commercial Banking Knowledge
Commercial Collections
Commercial Insurance Knowledge
Corporate Tax Accounting

Cost Accounting
Credit Analyst
Credit Management
Financial Analysis
Financial Management
Financial Math
Financial Spelling
Fixed Assets
French Canadian Accounts Payable
French Canadian Accounts Receivable
French Canadian Advanced Accounting
French Canadian Bookkeeping - Professional
French Canadian General Accounting
French Canadian Payroll
General Accounting
General Ledger Knowledge

Financial Titles (continued)

Great Plains	NZ MYOB Accounting Plus	Sage Line 50
Individual Income Tax	NZ Payroll	Sage Line 50 v12
International Financial Reporting Standards	NZ Payroll Clerk	Sage MAS 90/200
Investment Management: US Equities and Equities Products	NZ Payroll Management	SAP for Users
	NZ Taxation Advanced	South African Payroll
JD Edwards	NZ Taxation Basic-Intermediate	Title Insurance Knowledge
Loan Officer Skills	Partnership Tax Accounting	U.K. Accounts Payable
Loan Processing	Payroll	U.K. Accounts Receivable
Loan Underwriting Knowledge	Payroll Clerk	U.K. Advanced Accounting
MAS 90 - Bookkeeping	Payroll Management	U.K. Financial Analysis
MYOB Accounting Plus	PeopleSoft Financials	U.K. Financial Maths
NZ Accounts Payable	Property Insurance	U.K. General Accounting
NZ Accounts Receivable	Property Management	U.K. Payroll
NZ Advanced Accounting	Purchasing Fundamentals	U.K. Payroll Management
NZ Bookkeeping	Reconciliation	U.K. SAP for Users

Healthcare Titles

Age Appropriate Testing	Medical Receptionists	Medical Terminology - Root Words
AUS-NZ Medical Spelling	Medical Records Coding [CPT]	Nurse Practitioner
AUS-NZ Medical Terminology - General	Medical Records Coding [ICD-10]	Nursing - Critical Care
Bloodborne Pathogens - Infection Control	Medical Records Coding [ICD-9]	Nursing - ER
Canadian Medical Spelling	Medical Records Legal Issues	Nursing - OR
Cultural Diversity	Medical Spelling	Nursing Assistant
Dental Assistant	Medical Terminal Digit Filing	Occupational Therapy
Dental Hygienist	Medical Terminology - Abbreviations	OSHA
Dosage Calculation	Medical Terminology - Cardiovascular System	Pharmaceutical Terminology
French Canadian Medical Spelling	Medical Terminology - Dental	Phlebotomy
French Canadian Medical Terminology - General	Medical Terminology - ER	Physical Therapy
General Pharmaceutical Knowledge	Medical Terminology - Gastrointestinal	Physician Assistant
HBV - Infection Control/Vaccination	Medical Terminology - General	Radiologic Technologist
Healthcare Industry Terminology	Medical Terminology - Integumentary System	Registered Nurse (RN)
HIPAA - Clinical Staff	Medical Terminology - Musculoskeletal	Respiratory Therapy
HIPAA Administration	Medical Terminology - Nervous System	Spanish Medical Terminology - General
Joint Commission	Medical Terminology - Oncology	Spanish OSHA
LPN/LVN	Medical Terminology - Ophthalmology	Surgical Technology
Medical Assistant - Advanced	Medical Terminology - Pediatrics	Typing - Medical [1 Minute Hardcopy]
Medical Assistant - Basic	Medical Terminology - Pharmacology	Typing - Medical [1 Minute Onscreen]
Medical Billing (CMS-1500)	Medical Terminology - Prefixes/Suffixes/Combining Forms	Typing - Medical [3 Minutes Hardcopy]
Medical Billing (UB-04)		Typing - Medical [3 Minutes Onscreen]
Medical Billing Knowledge	Medical Terminology - Psychiatry	Typing - Medical [5 Minutes Hardcopy]
Medical Claims Processing	Medical Terminology - Radiology	Typing - Medical [5 Minutes Onscreen]
Medical Collections	Medical Terminology - Reproduction	U.K. Medical Spelling
Medical Office Personnel Skills	Medical Terminology - Respiratory	U.K. Medical Terminology – General

Industrial Titles

Arithmetic	AutoCAD 2009	Basic Injection Molding Skills
Assembly and Matching	AutoCAD 2010	Basic Reading Comprehension - Light Industrial
AUS-NZ Basic Arithmetic	AutoCAD 2013	Basic Ruler Reading
AUS-NZ Basic Industrial Skills	Basic Arithmetic	Basic Warehouse Knowledge
AUS-NZ Entry Level Industrial Skills	Basic CNC	Basic Wireless Communication
AutoCAD 2004	Basic Electronics	Blueprint Basics
AutoCAD 2006	Basic Industrial Math	Blueprint Reading
AutoCAD 2007	Basic Industrial Skills	Canadian Pick/Pack

Class [A] Automotive Mechanics
Class [B] Automotive Mechanics
Class [C] Automotive Mechanics
Color Identification
Counting
Electrical Engineering: Electronics and Communications
Electrical Engineering: Power and Control
Electricians
Electronic Schematics
English Ruler Reading
Entry Level Industrial Skills
Finish Carpentry
Flooring Skills
Food Production
Forklift Operation
French Canadian Assembly and Matching
French Canadian Basic Industrial Math
French Canadian Basic Industrial Skills
French Canadian General Maintenance
French Canadian Pick/Pack
Safety in the Workplace
Shipping and Receiving Clerk Skills
Shop Math
Soldering
SolidWorks 2006
SolidWorks 2012
Solidworks 2013
Spanish Arithmetic
Spanish Assembly and Matching
Spanish Basic Arithmetic
Spanish Basic Industrial Math
Spanish Basic Industrial Skills
Spanish Basic Warehouse Knowledge
Spanish Blueprint Basics
Spanish Counting

French Canadian Spatial Reasoning
French Canadian Workplace Hazardous Materials Information System (WHMIS)
General Maintenance
Hazardous Material Handling
Home Inspection Skills
HVAC
HVAC
Lathe Operator
Manufacturing Basics
Map Reading Skills
Masonry
Matching - Alphanumeric
Matching - Alphanumeric List
Matching - Digit Numeric
Matching - Digit Numeric List
Matching - Industrial Images
Matching - Numeric
Matching - Numeric List
Math and Reasoning Skills
Mechanical Engineering: Machine and Tool Design
Spanish Entry Level Industrial Skills
Spanish Finish Carpentry
Spanish Forklift Operation
Spanish General Maintenance
Spanish Matching - Industrial Images
Spanish Math and Reasoning Skills
Spanish Mechanical Reasoning
Spanish Pick/Pack
Spanish Rough Carpentry
Spanish Safety in the Workplace
Spanish Shipping and Receiving Clerk Skills
Spanish Spatial Reasoning
Spatial Reasoning
Tools and Fasteners
U.K. Arithmetic

Mechanical Engineering: Thermodynamics Fundamentals
Mechanical Reasoning
Metalworking Skills
Metric Ruler Reading
Micrometers and Calipers
Microstation V8i
Milling Machine
Pick/Pack
Plastic Fabrication Skills
PLC Programming
Plumbing Quality
Press Brake Operation
Print Reading - Construction
Print Reading - Electrical
Print Reading - Manufacturing
Product Packaging Skills
Quality Assurance Inspection
Resistor Color Code
Revit Architecture 2013
Rough Carpentry
U.K. Basic Arithmetic
U.K. Basic Industrial Skills
U.K. Entry Level Industrial Skills
U.K. Matching - Alphanumeric
U.K. Matching - Digit Numeric
U.K. Matching - Numeric
Unit Conversion
Warehouse Safety and Inventory Management
Weights and Measures [Standard and Metric]
Welding
Wholesale Distribution Knowledge
Woodworking
Workplace Hazardous Materials Information System (WHMIS)

Legal Titles

AUS-NZ Legal Assistant
AUS-NZ Legal Spelling
AUS-NZ Legal Vocabulary
Basic Litigation Knowledge
Canadian Legal Assistant
Canadian Legal Spelling
Canadian Legal Vocabulary
Canadian Paralegal Skills
Concordance
Concordance 10
Court Reporting
EEOC Compliance
French Canadian Legal Spelling

French Canadian Legal Vocabulary
Legal Abbreviations
Legal Assistant
Legal Filing Skills
Legal Spelling
Legal Staff Skills
Legal Vocabulary
Paralegal Skills
Patent Prosecution
Sexual Harassment
Typing - Legal [1 Minute Hardcopy]
Typing - Legal [1 Minute Onscreen]
Typing - Legal [3 Minutes Hardcopy]

Typing - Legal [3 Minutes Onscreen]
Typing - Legal [5 Minutes Hardcopy]
Typing - Legal [5 Minutes Onscreen]
U.K. Basic Litigation Knowledge
U.K. Legal Spelling
U.K. Legal Spelling Short
U.K. Legal Staff Skills
U.K. Legal Vocabulary
U.K. Paralegal Skills

Technical Titles

.NET Framework 2.0
.NET Framework 3.0
.NET Framework 4.0
.NET Framework 4.5
.NET Programming - ASP 2.0
.NET Programming - ASP 3.5
.NET Programming - ASP 4.0
.NET Programming - ASP 4.5
.NET Programming - ASP 5.0
.NET Programming - C# 2.0
.NET Programming - C# 3.0
.NET Programming - C# 4.0
.NET Programming - C# 5.0
.NET Programming - MVC Framework (ASP 5)
ABAP/4 for SAP
ActionScript 3.0
Active Directory Domain Services
Active Server Pages
Adabas DBA
Adabas Natural
Adabas Programming
Adobe ColdFusion 10
Adobe ColdFusion 8
Adobe ColdFusion 9
Adobe Dreamweaver CS5
Adobe Dreamweaver CS6
Apache Hadoop 2.8 *New**
Agile Software Development
AION Programming
AJAX
AngularJS 1.4
ANSI SQL
Apache Web Server
AS/400 Operations
Assembler
Assembler for IBM Mainframe
AUS-NZ Lotus Notes 5.0 for Developers
AUS-NZ Lotus Notes 5.0 for Users
BizTalk Server 2006
BizTalk Server 2010
Borland C++ Builder
BroadVision
BusinessObjects 5 - Designer
BusinessObjects XI Release 2
C Programming
C++ Programming
Cascading Style Sheets
Cascading Style Sheets 2.1
Cascading Style Sheets 3.1
Cascading Style Sheets 4.0
CGI Concepts
CICS/COBOL
Cisco Networking
Cisco Router
Citrix for Client Server Applications
Citrix MetaFrame
Citrix WinFrame

Clipper
Cloud Computing Core Concepts
COBOL
COBOL 400
COBOL II
Code Sample - ASP - File Operations
Code Sample - ASP.NET - Date/Time Operations
Code Sample - C Sharp - Date/Time Operations
Code Sample - C Sharp - File Operations
Code Sample - Java - Date/Time Operations
Code Sample - Java - File Operations
Code Sample - JavaScript - Date/Time Operations
Code Sample - JavaScript - File Operations
Code Sample - VB Script - Date/Time Operations
Code Sample - VB.NET - Date/Time Operations
Code Sample - Visual Basic - Date/Time Operations
Code Sample - Visual Basic - File Operations
Cold Fusion 4
Cold Fusion MX 6.1
Cold Fusion Scripting and Development
ColdFusion MX 7
COM/DCOM Development in Delphi
COM/DCOM Development in Visual Basic
Computer Technician Skills
COOL: Gen
CORBA
Core Java
Crystal Reports 11.0
Crystal Reports 14.1
Crystal Reports 7.0
Crystal Reports 8.0
Crystal Reports 8.5 for Developers
Data Architecture
Data Mining Concepts
Data Modeling Concepts
Data Warehousing Concepts
DB2 5.x DBA
DB2 Developer
DB2 v.8 Mainframe DBA
DB2 v.8 UDB DBA
Delphi 3
Delphi 5
DHTML
DreamWeaver
Dreamweaver 8
E Commerce Concepts: Deployment
EDI (Electronic Data Interchange)
Enterprise JavaBeans [EJB]
Enterprise JavaBeans [EJB3]
Ethernet Networking
FORTRAN 77/90
GroupWise 5.x
Gupta Centura
HTML 2.0/3.0
HTML 4.0
HTML 5.0
HTML Webmaster

IBM AIX 5.1 Administrator
IBM DB2 10.5
IMS
iNet+
Informatica
Informatica Cloud
Informix
Internet Security
J2EE
J2SE
Java EE 6
Java EE 7
Java Entry Level
Java Hibernate 3.3
Java Hibernate 4.3
Java SE 6
Java SE 7
Java SE 7 Swing
Java SE 8
Java Server Pages
Java Servlets
Java Servlets 3.0
Java Swing
JavaScript
JavaServer Faces (JSF) 2.0
JCL
jQuery 1.7
LAN Concepts
Linux Administration
Loadrunner 11
LoadRunner 9
Logical Reasoning - Deduction
Logical Reasoning - Mathematical
Lotus Domino 6 for Developers
Lotus Notes 4.0 for Developers
Lotus Notes 4.5 for Developers
Lotus Notes 5.0 for Developers
Lotus Notes Administration
Macintosh Technician OS 9
Macintosh Technician OS X
Macromedia Director MX 2004
Macromedia Flash 5
Macromedia Flash MX 2004
Macromedia Flash Professional 8
Microsoft Access 2000 for Developers
Microsoft Access 2002 for Developers
Microsoft Access 2003 for Developers
Microsoft Access 2007 for Developers
Microsoft Access 2013 for Developers
Microsoft Dynamics GP 10
Microsoft Exchange Server 2000 Administration
Microsoft Exchange Server 2003 Administration
Microsoft Exchange Server 2007 Administration
Microsoft Exchange Server 2010 Administration

Microsoft Exchange Server 2013 Administration	Objective-C 2.0	Service-Oriented Architecture
Microsoft Exchange Server 5.5	OLAP Concepts	Siebel 7
Microsoft Internet Information Server [IIS] 4.0	Oracle 10g DBA	Smalltalk
Microsoft Internet Information Services [IIS] 7.0	Oracle 10g for Developers	Solaris 10 Administrator
Microsoft Office 2003 Help Desk	Oracle 11g Release 2 DBA	Spring Framework 2.5
Microsoft Office 2007 Help Desk	Oracle 11g Release 2 for Developers	Spring Framework 4.0
Microsoft Office 2010 Help Desk	Oracle 11i DBA	SPSS
Microsoft Office 2013 Help Desk	Oracle 12c DBA	SQA Robot
Microsoft Office SharePoint Server 2007	Oracle 12c for Developers	SQL Entry Level
Microsoft Office XP Help Desk	Oracle 7.3 DBA	SQL for Client-Server Applications
Microsoft SharePoint 2010 for Developers	Oracle 7.3 Developer	SQL for Desktop Applications
Microsoft SharePoint 2013 for Administrators	Oracle 8 DBA	SQL Server 2000 DBA
Microsoft SharePoint Server 2010 for Administrators	Oracle 8 Developer	SQL Server 2000 for Developers
	Oracle 8.i	SQL Server 2005 DBA
Microsoft Site Server 3.0	Oracle 9i DBA	SQL Server 2005 for Developers
Microsoft Systems Management Server 2.0 [SMS]	Oracle 9i for Developers	SQL Server 2008 DBA
Microsoft Transaction Server	Oracle Applications DBA	SQL Server 2008 for Developers
Microsoft Visio 2002	Oracle Designer 2000	SQL Server 2008 R2 Analysis Services
Microsoft Visio 2003	Oracle Developer 2000	SQL Server 2008 Reporting Services
Microsoft Visio 2007	Oracle E-Business Suite R12 - Technical	SQL Server 2012 DBA
Microsoft Visio 2010	Oracle Essbase 11	SQL Server 2012 for Developers
Microsoft Visio 2013	Oracle Financials 11	SQL Server 2012 Integration Services
Microsoft Visual Studio 2010	Oracle Forms 10g	SQL Server 2012 Reporting Services
Microsoft Visual Studio 2015	Paradox Application Language 4.0	SQL Server 2014 DBA
Microsoft Windows 2000 Data Center Administration	Pascal	SQL Server 2014 for Developers
	PeopleCode 8.5	SQL Server 2014 Integration Services
Microsoft Windows 2000 Professional Installation	PeopleSoft 7 DBA	SQL Server 2014 Reporting Services
Microsoft Windows 2000 Server Administration	PeopleSoft 7 Developer	SQL Server 6.5
Microsoft Windows 2000 Server Installation	PeopleSoft 8 DBA	SQL Server 6.5 Developer
Microsoft Windows 2000 Server Installation Procedures	PeopleSoft 8 Developer	SQL Server 7.0 DBA
	Peoplesoft 9 DBA	SQL Server 7.0 Developer
Microsoft Windows 2000 Technical Skills	PeopleSoft 9 Developer	SQL Server Integration Services
Microsoft Windows 2003 Server Administration	Perl 5	SQL Server Reporting Services
Microsoft Windows 2003 Server Installation Procedures	Perl 6	Storage Area Network (SAN)
	PHP 4	Sybase 11
Microsoft Windows 2008 Server Administration	PHP 5	Sybase 12
Microsoft Windows 2012 Server Administration	PHP 5.3	Sybase DBA
Microsoft Windows 7 Technical Skills	PL/SQL	Sybase Developer
Microsoft Windows 8 Technical Skills	PowerBuilder 10	Technical Support - IT/Network
Microsoft Windows NT 4.0 Server Administration	PowerBuilder 12.6	Technical Support Processes
Microsoft Windows NT 4.0 Server Installation	PowerBuilder 4.0	Telecommunications
Microsoft Windows NT 4.0 Workstation Installation	PowerBuilder 5.0	TestDirector 8.0
	PowerBuilder 6.0	Transact SQL
Microsoft Windows Vista Technical Skills	PowerBuilder 8.0	U.K. Logical Reasoning - Deduction
Microsoft Windows XP Technical Skills	Programming Concepts	U.K. Logical Reasoning - Mathematical
MVS	Python 3.5	U.K. Lotus Notes 5.0 for Developers
MySQL	QuickTest Professional 9	U.K. Lotus Notes 5.0 for Users
MySQL 5.7	Rational Rose	UML
Netscape Webserver	Relational Database Design [RDBMS]	UNIX Administrator
Network Administration	RPG III	UNIX Programming
Network Security	RPG IV [RPG ILE]	UNIX Shell Programming
Network Virtualization	Ruby 1.8	UNIX Users
Network-Attached Storage (NAS)	Ruby 1.9	VBScript
Novell Directory Services	Ruby 2.3	Visual Basic 2012
Novell NetWare 3.12	Ruby on Rails 3.0	Visual Basic 2010
Novell NetWare 4.x	SAP Database	Visual Basic 4.0
Novell NetWare 5.x	SAS 6 - IT Professional	Visual Basic 5.0
Object Oriented Programming [OOP]	SAS 8.2	Visual Basic 6.0
Object PAL 5.0	SAS 9.3	Visual Basic 6.0 for Applications (VBA)

Visual Basic 9.0
Visual C++ 2010
Visual C++ 4.0
Visual C++ 6.0
Visual FoxPro 3.0
Visual FoxPro 6.0
Visual FoxPro 8.0
Visual Interdev 6.0
Visual J++ 1.1
Visual J++ 6.0
VMware ESX 4.1
VMware ESXi 6.0
VMware Workstation 11
VMware Workstation 7
WAN Architecture
Web Commerce Security
WebLogic Portal 7.0
WebLogic Server 12c
WebLogic Server 7.0
WebSphere 4.0
WebSphere Application Server 7
WebSphere MQ V5
WinRunner 6.02
WinRunner 7.6
Wireless Networking
XML
XWindow Systems