

SkillCert Scoring Guidelines

We collect data from thousands of companies using the assessments in order to formulate general scoring benchmarks. While these numbers have nothing to do with cut-rate scores or validation, and should not be used in such context, you can refer to them as scoring guidelines until you have enough experience working with this testing system and your candidates to determine acceptable scores for your organization. How candidates' results are interpreted will vary depending on the purpose of testing. Therefore, it is possible that every position within a company would have different levels of acceptable scores. Should you wish to determine cut-rates for our tests, it is your responsibility to set up a separate study in a position-specific context in order to comply with EEOC guidelines.

Generally, a score of 60%-80% indicates a basic knowledge of the subject being tested with scores above 80% indicating an advanced knowledge of the subject being tested. However, simply because a candidate scores less than 60%, it does not follow that the score is unacceptable. A score of less than 60% may be acceptable if the candidate is not required to have mastered all of the material tested. For example, most legal secretaries do not use the mail merge feature of WordPerfect in their job duties and tend to answer these questions incorrectly. Hence, an overall lower score resulting from incorrect answers to mail merge questions does not indicate that the candidate does not have those skills required by the position. In addition, many tests are optimized for users with two or more years of experience. A candidate with one year of experience may score well under 60%. For this reason, your test score reports include question-by-question results. To ensure that you are using all tests in a valid manner, please check individual question results and compare them to your needs. For instance, if you are placing someone in a position that requires Lotus skills but does not require Lotus graphing skills, then you should not include those test questions on the test to disqualify an applicant from a job. Customization of tests is available within the system.

You may encounter test results that are unusually low. If most of your candidates score between 60% and 80%, an unusually low score might be 20%. In our experience, there are several reasons that this might occur. Poor scores may result if the candidate fails to follow directions, is distracted, is tired, does not have a grasp of the material presented, or leaves the test before it is completed. For best results, make certain the candidate reads the questions carefully and performs all of the keystrokes that correspond exactly to the task required.

Although there are not time limits imposed on tests, we do record the amount of time spent on each individual question as well as the test overall. This information is found on every detailed test result. The time-taken figure is best used selecting between two candidates who scored similarly on a test, if necessary. If efficiency in the test area is a job requirement, then it would be appropriate to choose the applicant who completed the test faster, all other things being equal. Our customers have indicated to us that their strongest candidates typically complete tests in less time than weaker candidates. Any use of time as a factor in hiring decisions may lead to the violation of the Americans with Disabilities Act (ADA). Please seek the advice of your legal counsel before including times information among your selection criteria.