

# W

**WORKPLACE**

# K

**KNOWLEDGE**

# A

**ASSESSMENT**

# S

**SYSTEM**

Staff turnover, limited training resources, budget constraints and time limitations have become the norm of organisational life.

The recruitment process seeks to identify individuals who are best able to meet the identified role requirements. In any environment where speed in assuring that new placements are 'made ready' for their new role; a problem arises. The requirements of the three parties in this scenario differ, the new employee looks for a smooth and informative introduction to the new role and organisation; the line function requires a 'warm' candidate who will not require too much additional resource involvement in adapting the new employee to the role; whilst the human resource function seeks to offer a job ready candidate to the workplace with as much information as necessary but not necessarily imparted in a time-

consuming one-on-one induction process.

For the pre-employment evaluation of candidates, selecting the right individual is more often than not an extremely subjective process. The candidate's 'fit' to the organisation and similar work experiences are generally all that are utilised in the recruitment decision making process. Although psychometric testing, assessment centres and various other evaluation tools are readily available, this is not without considerable expense. Such expense may be worthwhile in senior appointments but for recruitment of a more general nature, a number of generic tests and job specific tests may point out relative strength in a more objective manner.

Post-employment appraisals and annual performance reviews are often perceived as a time-consuming process during which the appraiser is often as stressed by the event as the appraisee.

Utilising any tool, which will evaluate knowledge, will add a degree of objectivity to the process.

*So... How can you:*

- ❖ Measure the relative strengths and knowledge of job applicants before employment.
- ❖ Assess information retention following the induction process
- ❖ Identify the knowledge of existing staff member's specific to their roles and related areas/departments.
- ❖ Improve staff quality through identification of training gaps.
- ❖ Improve understanding of business processes.
- ❖ Regularly review the knowledge of staff both specific to their role and to related job activities.

*Answer:*

Transputec Computers Plc designed a solution which allows any organisation to test the knowledge set of any individual, whether a new applicant, a new placement or an existing staff member. Implemented internally in 1998, the Workplace Knowledge Assessment System offers a time-efficient solution to the problem of determining the extent of an individual's knowledge assimilation

and retention in an easy, personalised and low cost way.

## **WHAT IS W K A S ?**

The Workplace Knowledge Assessment System (WKAS) is a user-friendly Internet software application that can be accessed from anywhere or can be personalised for your company's Intranet.

The system requirements are simple - an Internet connection. With a password facility built into the system the tests can be accessed by candidates from anywhere on the Internet.

Registration and subsequent use of WKAS will be secured by three login details; the Company Name, the Admin User Name and the Admin Password.

Figure 1: Registration

Registration Form	
Company Name	<input type="text"/>
User Name (Admin)	<input type="text"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>
Phrase	<input type="text"/>
Administrator e-Mail	<input type="text"/>
How did you hear about WKAS?	Select one... ▼
<input checked="" type="checkbox"/> I have read and accepted the <a href="#">terms and conditions of use.</a>	
<input type="button" value="SUBMIT"/>	

WKAS is a series of tests based upon pre-identified questions and multiple-choice answers. Up to 5 multiple-choice answers can be selected as the norm. A time allocation is included per question as well as a pass threshold for each test category, which is predetermined by the Client.

The tests or more specifically, the test categories (e.g. comprehension) are established at the outset. These categories may be added to over time.

Figure 2: Identification of Categories

Category Form			
Category	Questions	Pass %	ADD
Arithmetic	56	65	EDIT DELETE
Comprehension	75	80	EDIT DELETE
Spelling	65	75	EDIT DELETE

The pre-employment tests include a number of generic tests including spelling, comprehension, verbal reasoning and health and safety. The placement tests need to be defined by the Client and generally would include general terms and conditions of employment; employment practices as well post-induction tests, which will test the new placements newly acquired

knowledge of a particular process or functional area. Post-employment tests categories would include job specific functions and processes.

The primary purpose, which WKAS will fulfil for the Client, will be established initially with the Client; i.e. whether the need is for pre-employment screening, placement testing or post-employment evaluations or all three purposes. Once the primary need is established this will provide the parameters for the investigative work which must initially be conducted.

The Company Test Administrator identifies the test categories and questions through investigative discussions and process/practice analysis. The Administrator may be anyone within the Client organisation or Transputec will provide a resource for this investigative work as an additional service.

Once the investigations are completed, the Client Site is created, using the categories, questions, correct responses and the additional incorrect responses. WKAS allows for the addition of more questions, the editing of questions and the removal altogether should processes and practices change.

## SETTING UP THE TEST

The Client identifies the test categories per candidate either as a standard battery, which is used for all test candidates or tailored to the particular role requirements.

Questions for the candidate are randomly selected by WKAS from the database of questions.

The Test Administrator will issue the candidate a password; the candidate can then sit the test at any time on receipt of the login name and password from the Client.

Figure 3: Setting up the New Candidate Test

New Candidate		
Candidate Name (Full Name)	<input type="text"/>	
Password	<input type="text"/>	
Forward results to Manager (e-Mail)	<input type="text"/>	
Forward results to others (e-Mail)	<input type="text"/>	
Category	Qty	Approx. Time(in Sec.)
<input type="checkbox"/> Arithmetic [max("56")]	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> Comprehension [max("75")]	<input type="text" value="50"/>	<input type="text" value="750"/>
<input checked="" type="checkbox"/> Spelling [max("65")]	<input type="text" value="20"/>	<input type="text" value="300"/>
<b>Total [max("196")]</b>	<input type="text" value="70"/>	<input type="text" value="1050"/>
<input type="button" value="SUBMIT"/>		

## DESIGNING THE TEST

In creating the test for the candidate, the system allocates an estimated timeframe per category; the candidate must complete the questions in each category within the defined timeframes. Failure to do this results in the candidate being moved on to the next category.

Questions for the candidate are randomly selected by WKAS from the database of questions and the actual time per category is then established by the system dependant upon the random selection.

A login name and password are created for each candidate.

Once the candidate starts the test a clock counter will indicate to them the time left within each category.

Figure 4: Sitting the test

Quiz Info & Rules

Candidate Name	samuel	
Total questions	20	
Total time(in Sec.)	300	

  

Category	No of Questions	Time(in Sec.)
Comprehension	10	150
Spelling	10	150

The table above shows information about Category of Question and time allocated for each category. Remaining time to complete the quiz will displayed in window status bar(bottom left corner)

START QUIZ

Using a mouse the candidate identifies the correct response and proceeds to the next question. Previous questions

within a category may be returned to but once the category is submitted the questions in that category may not be returned to.

On completion of all the categories the candidate submits the test and the evaluation process is completed.

The Test Administrator will receive a copy of the test results, as would the line manager. The candidate will see their results on screen immediately following the test.

Figure 5: The format of the test questions

NEXT QUESTION PREVIOUS QUESTION

Q6

Enterprise means

Galaxy

Business

Tone

Ship

PREVIOUS QUESTION

Submit

1 Minutes 20 Seconds remaining

## ***COST OPTIONS***

Tests can be purchased on an as-need basis, with the client being invoiced for the number of tests taken by candidates.

Alternatively the service can be on a pre-paid basis whereby a number of test tokens can be purchased. There is no charge for any other aspect of the service, although if assistance is required in the initial test question design Transputec will complete this process on an hourly charged basis.

## ***W K A S FEATURES***

- ❖ Easy to use browser based Software.
- ❖ Access from anywhere on the Internet.
- ❖ User definable Candidate name and Password.
- ❖ User definable Categories/ Departments with Pass mark percentage.
- ❖ User definable Questions with Time allocation.
- ❖ Hundreds of questions on pre employment test.
- ❖ Random selection of questions from a large pool of questions.
- ❖ On-line results for Candidate.
- ❖ Results emailed to Company Administrator and Manager (if desired)

## ***W K A S BENEFITS***

- ❖ Quick to set-up and use.
- ❖ Student can sit the exam unsupervised.
- ❖ Pre-employment testing.
- ❖ Post-employment testing, test your staff to your company standard.
- ❖ Objective assessment of important areas for your Company.
- ❖ Reduces time of HR and line staff in evaluating candidate knowledge.
- ❖ Tool for personnel development.
- ❖ Identifies gaps in knowledge and follow-up training.
- ❖ Critical standards defined and measured.
- ❖ Time saving.
- ❖ Pay as you use or token use.