

TEST SERVICES CATALOG



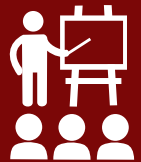
Online Testing



**Test
Development**



**Test
Validation**



**Training for HR
Professionals**

**Pre-hire testing that
helps you identify
the best talent**

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High quality pre-hire assessments and custom solutions to improve talent selection, retention, and productivity



About Us

ioPredict, Inc. specializes in the development and validation of exams for employee selection, licensure, and certification. Our tests are developed with a close eye on psychometric fundamentals, legal requirements, and tried and true best practices that guide our industry.

Our Doctorate and/or master's level Industrial-Organizational Psychologists each have more than 15 years of test development and validation experience and have conducted job analyses and developed and/or validated high stakes pre-employment and promotional tests for numerous public and private sector organizations.

As such, we are aware that selection tests need to address federal laws, regulations, and professional standards including, but not limited to, the:

- Civil Rights Act of 1964, as updated by the 1991 Civil Rights Act (Title VII)
- Americans with Disabilities Act (ADA) of 1990, as amended by the ADA Amendments Act of 2008
- Age Discrimination in Employment Act (ADEA)
- Federal Uniform Guidelines for Employee Selection Procedures
- OFCCP Federal Contractor Requirements and Regulations (such as the *Internet Applicant Regulation*)
- *Principles for Validation and Use of Personnel Selection Procedures* of the Society for Industrial and Organizational Psychology (2018)
- American Educational Research Association /American Psychological Association's *Standards for Educational and Psychological Testing* (2014)

Table of Contents

- Test Services 4
- Off-the-Shelf Examinations
 - Accounting Fiscal 6
 - Analyst 8
 - Clerical and Administrative 10
 - Computer Technology/Business Software 14
 - Customer Service 15
 - Human Resources 17
 - Legal Services 18
 - Maintenance of Facilities and Grounds 19
 - Fire Services 20
 - Law Enforcement/Public Safety 21
 - Skilled Trades 23
 - Social Services 27
 - Spanish Bilingual Proficiency 30
 - Supervisory and Management 31
- Test Development and Test Validation 32
- Training for HR Professionals 33
- Client Testimonials 34
- Contact Us 35
- Alphabetic List of Off-the-Shelf Exams 36

Test Services

Off-the-Shelf Examinations

ioPredict offers a fresh library of entry-level and promotional exams that assess critical candidate aptitudes and knowledge areas required for success on the job. Our off-the-shelf exams are specifically developed for each classification and contain test items that are highly face valid (i.e., “items that look and feel like the actual job”).

Selecting the Best Exam

ioPredict offers the exams listed in this catalog as “off-the-shelf”. We also have question banks available that can be used to affordably create customized exams for a wide variety of positions. In addition, our test developers can custom develop exams from the ground up by writing new test questions specifically designed to assess relevant content areas. *Note:* If you do not see the exam you are looking for in this catalog, please contact us and we will conduct a thorough search of our item and test banks.

Online Test Pricing			
Test Type	Test Creation Fee	Per Candidate	Scoring
Off-the-Shelf	No Charge	\$18 – \$20	No Charge*
Customized MC Testing	\$599	\$18 – \$20	

* Re-scoring & re-sending scores (i.e., after removing items, double keying) is \$35.

Remote Proctoring

While many agencies are successfully and without incident utilizing unproctored online testing, remote proctoring is recommended in the following situations: (1) when administering public safety exams due to increased test security concerns, (2) when increased test security and defensibility of the testing process are an absolute must. ioPredict offers the following remote proctoring options:

Remote Proctoring for Online Testing	
Remote Proctoring Type	Per Candidate
Live Online Remote Proctoring	\$25 for the first hour, \$15 for subsequent hour(s)
Automated Remote Proctoring	\$15 per test administration

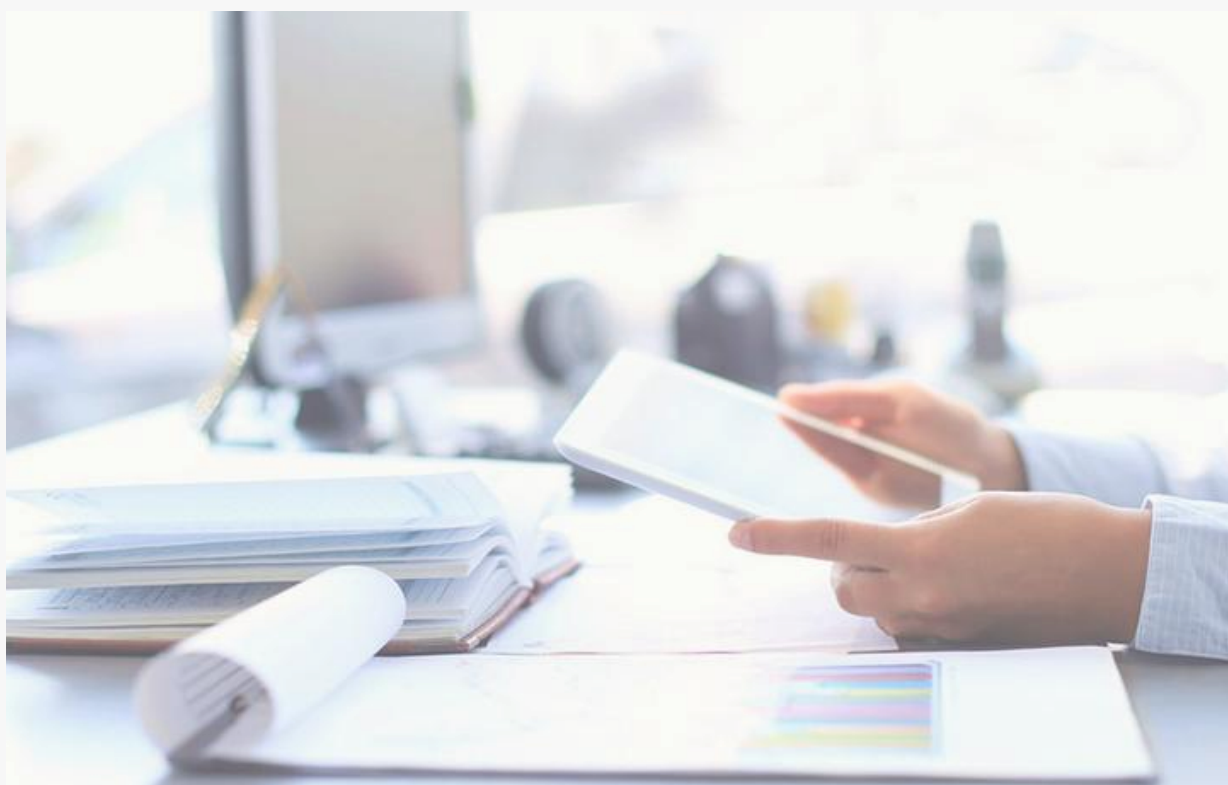
Additional Services

We also offer in-depth psychometric services as needed (e.g., score banding, adverse impact analyses, Differential Item Functioning (DIFF) analyses, distractor analyses, customized score or item/test reporting).

Customized Test Development and Validation

ioPredict also offers a full suite of IO focused consulting services including job analysis, custom test development (e.g., written tests, work sample tests, physical ability tests, interviews, personality tests) as well as test validation services for clients' in-house or vendor provided tests.

While legal compliance is critical, we also believe that tests and assessments should be valid predictors of an applicant's future success on the job (i.e., they are predictive and provide utility) or else they are of little use in the selection process.



Accounting / Fiscal

Accountant	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Fiscal Terminology and Governmental Accounting	29
(2) Financial Recordkeeping	41
(3) Data Accuracy and Verification	5
(4) Business Mathematics and Financial Statistics	6
(5) Written Communications	3
(6) Basic Computer Operations	4
(7) Analytical Ability	5
Total No. Items: 93	

Accounting Assistant	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Fiscal Terminology and Governmental Accounting	20
(2) Fiscal Recordkeeping	10
(3) Data Accuracy and Verification	12
(4) Business Mathematics and Financial Statistics	12
(5) Written Communications	13
(6) Basic Computer Operations	8
(7) Analytical Ability	10
Total No. Items: 85	

Fiscal Assistant	
Administration Time: 110 mins	
Content Areas	No. Items
(1) Fiscal Terminology and Governmental Accounting	17
(2) Financial Record Keeping	11
(3) Report Writing and Written Communications	13
(4) Data Accuracy and Verification	10
(5) Mathematical Calculations and Basic Statistics	13
(6) Basic Computer Operations	8
(7) Analytical Ability	9
Total No. Items: 81	

Fiscal Technician	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Fiscal Terminology and Governmental Accounting	20
(2) Fiscal Recordkeeping	10
(3) Data Accuracy and Verification	12
(4) Business Mathematics and Financial Statistics	12
(5) Written Communications	13
(6) Basic Computer Operations	8
(7) Analytical Ability	10
Total No. Items: 85	

Accounting / Fiscal

Entry-Level Payroll Clerk	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Written Communications	15
(2) Data Accuracy and Verification	10
(3) Record Keeping	10
(4) Payroll Calculations	40
Total No. Items: 75	

Payroll Clerk III	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Clerical	5
(2) Reading Comprehension and Vocabulary	12
(3) Office and Business Mathematics	15
(4) Basic Computer Skills	20
(5) Interpersonal Skills	10
(6) Supervisory Skills	15
Total No. Items: 77	

Tax Auditor I	
Administration Time: 60 mins	
Content Areas	No. Items
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	17
(3) Reading Comprehension	16
(4) Written Communication	5
Total No. Items: 51	

Buyer/Procurement Agent	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Procurement Terminology, Practices. And Procedures	20
(2) Governmental Budgeting and Accounting	10
(3) Bid Evaluations	10
(4) Written Communications	12
(5) Mathematical Calculations and Inventory Control	16
(6) Ability to Use Spreadsheets	12
Total No. Items: 80	

Additional Financial Services Examinations	
Accounts Payable	
Accounts Receivable	
Contract Procurement	
Debt Collection	
Financial Analysis (US)	
Financial Statements (US)	
Advanced Payroll	

Analyst

Administrative Analyst	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	10
(2) Written Communications and Report Writing	10
(3) Mathematical Calculations and Basic Statistics	15
(4) Budgeting	15
(5) Analytical Ability	25
Total No. Items: 75	

Sr. Administrative Analyst	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	16
(2) Report Writing and Word Usage	21
(3) Mathematical Calculations and Basic Statistics	17
(4) Analytical Ability	15
(5) Interpersonal/Teamwork Skills	8
Total No. Items: 77	

Management Analyst	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	16
(2) Report Writing and Word Usage	21
(3) Mathematical Calculations and Basic Statistics	17
(4) Analytical Ability	15
(5) Interpersonal/Teamwork Skills	8
Total No. Items: 77	

Management Analyst I	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	10
(2) Written Communications and Report Writing	10
(3) Mathematical Calculations and Basic Statistics	15
(4) Budgeting	15
(5) Analytical Ability	25
Total No. Items: 75	

Program Analyst I	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	10
(2) Written Communications and Report Writing	10
(3) Mathematical Calculations and Basic Statistics	15
(4) Budgeting	15
(5) Analytical Ability	25
Total No. Items: 75	

Clerical and Administrative

Administrative Assistant v1	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Administrative Assistant v2	
Administration Tie: 90 mins	
Content Areas	No. Items
(1) Recordkeeping	10
(2) Verifying Data	10
(3) Business Mathematics	10
(4) Written Communications	30
(5) Interpersonal Skills	15
Total No. Items: 75	

Administrative Assistant II	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Written Communications	22
(2) Interpersonal Skills and Customer Service	10
(3) Basic Computer Skills	18
(4) Basic Office Mathematics	10
(5) Administrative Abilities	10
(6) Clerical Skills	10
Total No. Items: 80	

Executive Assistant	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Written Communications	20
(2) Office Mathematics	15
(3) Clerical Skills	15
(4) Scheduling	10
(5) Recordkeeping	10
(6) Interpersonal Relationships	10
Total No. Items: 80	

Clerical and Administrative

Administrative Technician v1	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Recordkeeping	13
(2) Written Communications	24
(3) Mathematical Calculations	17
(4) Interpersonal Skills and Customer Service	14
(5) Analytical Ability	21
Total No. Items: 89	

Administrative Technician v2	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Administrative Technician v3	
Administration Time: 135 mins	
Content Areas	No. Items
(1) Reading Comprehension	20
(2) Written Communications	20
(3) Business Mathematics and Statistics	25
(4) Analytical Ability	20
(5) Basic Computer Operations and Business Software	15
Total No. Items: 100	

Office Clerk	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Reading Comprehension	20
(2) Figure Comparisons	15
(3) Basic Math	20
(4) Written Communications	20
(5) Interpersonal Skills	15
Total No. Items: 90	

Clerk-Experienced Level	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Clerical and Administrative

Administrative Clerk	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Administrative Clerk Journey	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Sr. Administrative Clerk	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Administrative Specialist	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Recordkeeping	13
(2) Written Communications	24
(3) Mathematical Calculations	17
(4) Interpersonal Skills and Customer Service	14
(5) Analytical Ability	21
Total No. Items: 89	

Medical Administrative Services Examinations	
Medical Billing	
Medical Terminology	
Medical Transcription	

Clerical and Administrative

Office Assistant v1	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	31
(3) Reading Comprehension	16
(4) Written Communication	5
Total No. Items: 65	

Office Assistant v2	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
Total No. Items: 75	

Office Assistant v3	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	20
(2) Reading Comprehension	15
(3) Basic Office Math	20
(4) Written Communications	20
Total No. Items: 75	

Sr. Office Assistant	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
Total No. Items: 75	

Typing & Data Entry	
General Typing - Audio	
Typing - Call Center	
Typing – Financial	
Typing - Legal	
Typing - Medical	
Typing 10-Key Data Entry	
Typing Contact Data Entry - Audio	

Computer Technology/Business Software

Information Technology

Amazon Web Services Cloud Computing Basics
Application Security
Basic Computer Knowledge for Windows
Business Systems Analyst
C #
C++
CoBOL
Computer Software and IT Technology
General IT Infrastructure Skills
HTML
IT Service Desk
JavaScript
Microsoft Azure
Microsoft Exchange Server®
Microsoft Windows Server®
MS .NET Framework
MS Office 365® Administration
MS SharePoint® - Administration
MS SQL Server®
MS Visual Basic
MS Visual C++®
MS Visual Studio Professional®
MS Windows Server®
MySQL
Networking Essentials
Oracle Administration
PC Hardware
Python
Relational Databases
System Administration for Windows and Macintosh OS
Tableau
Telecommunications
Unix Administration
Visual Basic Script
Visual Basic.NET

Business Software Applications

Adobe Acrobat
Adobe Illustrator
Adobe Photoshop
Basic Computer Knowledge
Cybersecurity Awareness
Graphic Design Skills
Intuit QuickBooks
Macintosh OS for General Use
Microsoft Office 365®
MS Access®
MS Office Excel® Functions (IF and VLOOKUP)
MS Office Excel® Simulation
MS Office Outlook® Simulation
MS Office PowerPoint® Simulation
MS Office Word® Simulation
MS Project®
MS Teams®
MS Visio®

Data Science/Engineering

Data Analytics
Data Science
AutoCAD
Civil Engineering Skills
Electrical Engineering Skills
Mechanical Engineering Skills

Customer Service

Park Services Attendant	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Basic Mathematics	15
(2) Interpersonal and Customer Service Skills	16
(3) Written Communication	15
(4) Cash Handling	10
(5) Reading Comprehension	12
Total No. Items: 68	

Customer Service Representative	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Customer Service Principles	20
(2) Written Communications	15
(3) Ability to Follow Written Instructions	10
(4) Basic Mathematical Calculations	10
(5) Interpersonal Skills	20
Total No. Items: 75	

Sr. Customer Service Representative	
Administration Time: 60 mins	
Content Areas	No. Items
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	17
(3) Reading Comprehension	8
(4) Written Communication	5
(5) Basic Computer Skills	10
Total No. Items: 53	

Library Assistant	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Reading Comprehension	20
(2) Written Communications	20
(3) Attention to Detail	20
(4) Analytical Ability	25
(5) Situational Jugement	15
Total No. Items: 100	

Customer Service

Water Conservation Technician	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Reading Comprehension	10
(2) Analytical Ability	15
(3) Mathematical Calculations	15
(4) Customer Service/Interpersonal Skills	15
(5) Written Communications	15
Total No. Items: 70	

Additional Customer Service Examinations
Call Center
Customer Service
Emotional Intelligence
Front Desk Skills
Money Handling
Retail Call Center
Sales Clerk Skills

Human Resources

Human Resources Analyst	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Analytical Skills and Judgment	23
(2) Recruitment, Assessment, and Selection	13
(3) Classification and Compensation	8
(4) Organizational Design and Development	11
(5) Reading Comprehension	5
Total No. Items: 60	

Human Resources Assistant	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	31
(3) Reading Comprehension	16
(4) Written Communication	5
Total No. Items: 65	

Additional Human Resources Examinations	
Gender, Diversity and Inclusion	
HIPAA - Privacy and Security Standards	
Labor and Employment Law	
Sexual Harassment Policy for HR Professionals	

Legal Services

Legal Secretary	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Legal Terminology and Procedures	28
(2) Written Communications	25
(3) Office Mathematics	8
(4) Record Keeping	13
(5) Work Scheduling	6
Total No. Items: 80	

Court Clerk	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	10
(2) Written Communications	15
(3) Scheduling	10
(4) Basic Mathematics	15
(5) Analytical Ability	15
(6) Situational Judgment	15
Total No. Items: 80	

Maintenance Facilities and Grounds

Custodian	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Custodial Tools, Equipment, and Materials	15
(2) Custodial Practices	30
(3) Safe Work Practices	15
Total No. Items: 60	

Groundskeeper / Gardener	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Planting, Cultivating, and Caring of Plants	30
(2) Irrigation, Drainage, and Erosion Control	10
(3) Pest Control, Disease Control, and Weed Abatement	10
(4) Basic Mathematics	15
(5) Tools, Equipment, and Materials	10
Total No. Items: 75	

Maintenance Worker	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Tools, Equipment, and Materials	25
(2) Maintenance Procedures	20
(3) Mathematical Calculations	15
(4) Workplace Safety	15
Total No. Items: 75	

Laborer	
Administration Time: 75 mins	
Content Areas	No. Items
(1) Ability to Follow Directions	10
(2) Tools and Equipment	10
(3) Mechanical Aptitude	15
(4) Basic Mathematics	15
(5) Safe Work Practices	10
Total No. Items: 60	

Fire Services

Entry Level Firefighter	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Reading Comprehension	20
(2) Fireground Calculations	30
(3) Mechanical Reasoning	30
(4) Analytical Ability and Decision Making	20
Total No. Items: 100	

Hand Crew Fire Prevention Specialist	
Administration Time: 60 mins	
Content Areas	No. Items
(1) Reading Comprehension	10
(2) Tools and Equipment	15
(3) Basic Mathematics	15
(4) Safety	15
Total No. Items: 55	

Driver/Operator (Pumping and Aerial Apparatus)	
Administration Time: 150 mins	
Content Areas	No. Items
(1) Responding to Emergency Incidents	10
(2) Pumps	20
(3) Water Supply	15
(4) Fire Stream Practices	15
(5) Hydraulic Calculations	20
(6) Firefighting Foam Applications	5
(7) Operating Aerial Apparatus	15
Total No. Items: 100	

Law Enforcement/Public Safety

Law Enforcement Officer	
Administration Time: 135 mins	
Content Areas	No. Items
(1) Reading Comprehension	25
(2) Written Communications	30
(3) Analytical Ability and Reasoning	30
(4) Community Relations	15
Total No. Items: 100	

Police Cadet	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
Total No. Items: 75	

Community Services Officer	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	14
(2) Written Communications	23
(3) Analytical Ability	9
(4) Name and Number Accuracy	10
(5) Interpersonal Skills and Customer Service	20
Total No. Items: 76	

Correctional Officer/Jailer	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Reading Comprehension	25
(2) Basic Mathematical Calculations	20
(3) Written Communications	25
(4) Observation Skills	10
Total No. Items: 80	

Law Enforcement/Public Safety

Property and Evidence Technician	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Reading Comprehension	14
(2) Written Communications	23
(3) Analytical Ability	9
(4) Name and Number Accuracy	10
(5) Interpersonal Skills and Customer Service	20
(6) Safe Working Practices	8
Total No. Items: 84	

Police Records Assistant	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
Total No. Items: 75	

Animal Control Officer	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Identifying, Handling, and Caring for Animals	25
(2) Reading Comprehension	15
(3) Written Communications	15
(4) Interacting With the Public	10
Total No. Items: 65	

Additional Public Safety Examinations	
Emergency Medical Technician (EMT)	
First Aid	
Nursing Skills	
General Corrections Officer Knowledge	

Skilled Trades

Construction Technician	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Mechanical Principles	15
(2) Gauges, Measurement, and Maps	15
(3) Reading Comprehension and Table Reading	15
(4) Customer Service and Teamwork	15
Total No. Items: 60	

Electrician	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Basic Electrical Knowledge	20
(2) Tools and Equipment	11
(3) Mechanical Aptitude	11
(4) Safety	21
(5) Basic Electrical Mathematics	13
Total No. Items: 76	

Service Technician	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Mechanical Principles	15
(2) Gauges, Measurement, and Maps	15
(3) Reading Comprehension and Table Reading	15
(4) Customer Service and Teamwork	15
Total No. Items: 60	

Utility Laborer	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Mechanical Ability	10
(2) Mathematical Calculations	15
(3) Reading Comprehension	10
(4) Safety	15
(5) Tools, Equipment, and Materials	15
Total No. Items: 65	

Water Utility Electrician	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Safety	7
(2) Electrical Principles and Fundamentals	17
(3) Applied Electrical Knowledge	36
Total No. Items: 60	

Skilled Trades

Water Distribution Plumber	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Mechanical Ability	15
(2) Mathematical Calculations	15
(3) Reading Comprehension	10
(4) Tools, Equipment, and Materials	15
(5) Safety	10
Total No. Items: 65	

Water Utility Mechanic	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Safety	8
(2) Applied Mechanical Knowledge	37
(3) Maintenance and Repair	10
(4) Water Quality Operations	5
Total No. Items: 60	

Water Treatment Operator Trainee	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Reading Comprehension	20
(2) Mathematical Calculations	20
(3) Reading Charts and Graphs	15
(4) Mechanical Aptitude	20
Total No. Items: 75	

Plumber	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Fixtures and Fittings	10
(2) Pipes and Tubing	10
(3) Water Supply	10
(4) Irrigation Plumbing	5
(5) Drain, Waste, and Vent Systems	5
(6) Plumbing Troubleshooting	10
(7) Tools and Equipment	10
(8) Plumbing Mathematics	10
(9) Plumbing Plans and Drawings	10
Total No. Items: 80	

Skilled Trades

Code Enforcement Officer	
Administration Time: 150 mins	
Content Areas	No. Items
(1) Knowledge of Code Enforcement	15
(2) Interpreting Codes, Laws, and Ordinances	15
(3) Written Communications	15
(4) Mathematics	15
(5) Ability to Read Construction Documents	15
(6) Ability to Read Maps	15
(7) Ability to Effectively Interact with the Public	10
Total No. Items: 100	

Welder	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Welding Materials, Tools, and Equipment	15
(2) Welding Procedures	25
(3) Pipe Welding	10
(4) Testing and Inspection	10
(5) Mathematical Calculations	12
(6) Welding Diagrams and Symbols	8
(7) Safe Work Practices	10
Total No. Items: 100	

GIS Specialist	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Principles of Geography and Cartography	25
(2) GIS Applications and Techniques	15
(3) GIS Data Structures and Systems	24
(4) GIS Mathematical Calculations	11
Total No. Items: 75	

Survey Technician	
Administration Time: 120 mins	
Content Areas	No. Items
(1) Surveying Techniques	35
(2) Survey Instruments and Equipment	10
(3) Survey Computations	15
(4) Reading and Preparing Maps	15
(5) Written Communications	10
Total No. Items: 85	

Skilled Trades

Additional Skilled Trade Examinations
Automotive Mechanic Knowledge
Basic Electronics
Blueprint Reading
Carpentry Skills
CNC Skills
Diesel Mechanic Knowledge
Forklift Skills
HVAC Skills
Legal Terminology
Mechanical Aptitude
Paralegal Skills (US)
Piping and Instrumentation Diagram Basics
Technical Writing Skills
Warehouse Pick and Pack Skills
Warehousing Skills
Welding Knowledge
Workplace Safety

Social Services

Case Manager I	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Assessment	9
(2) Interpersonal	9
(3) Interpreting Policies and Procedure	6
(4) Investigative	7
(5) Psycho-Social	7
(6) Written Communication	5
(7) Basic Computer Skills	16
Total No. Items: 59	

Child Support Specialist I	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Written Communications	10
(2) Mathematical Calculations	10
(3) Analytical Abilities	15
(4) Reading Comprehension	15
(5) Interviewing Techniques	10
Total No. Items: 60	

Client Services Assistant I	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	16
(3) Interpersonal and Customer Service Skills	18
(4) Written Communications	20
(5) Social Services	6
Total No. Items: 75	

Eligibility Specialist I	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Written Communications	20
(2) Basic Mathematical Computations	10
(3) Determining Eligibility	25
(4) Interpersonal/Interviewing Skills	15
Total No. Items: 70	

Social Services

Eligibility Specialist Trainee	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Housing Services Technician	
Administration Time: 105 mins	
Content Areas	No. Items
(1) Reading Comprehension	15
(2) Analytical Ability	35
(3) Mathematical Calculations	15
(4) Interpersonal Skills	15
Total No. Items: 80	

Social Services Aide	
Administration Time: 100 mins	
Content Areas	No. Items
(1) Clerical Skills	15
(2) Basic Office Mathematics	16
(3) Interpersonal and Customer Service Skills	18
(4) Written Communications	20
(5) Interpreting and Applying Information	4
(6) Basic Computer Operations	4
(7) Social Services	6
Total No. Items: 83	

Employment and Training Worker	
Administration Time: 105 mins	
Content Areas	No. Items
(1) Reading Comprehension	15
(2) Analyzing Financial Information	25
(3) Written Communications	20
(4) Coaching Clients and Conducting Client Interviews	20
Total No. Items: 80	

Social Services

Social Worker I	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Assessment	12
(2) Interpersonal	9
(3) Interpreting Policies and Procedure	12
(4) Investigative	12
(5) Psycho-Social	9
(6) Written Communication	6
Total No. Items: 60	

Social Worker II/III	
Administration Time: 90 mins	
Content Areas	No. Items
(1) Assessment	12
(2) Interpersonal	9
(3) Interpreting Policies and Procedure	12
(4) Investigative	12
(5) Psycho-Social	9
(6) Written Communication	6
Total No. Items: 60	

Spanish Bilingual Proficiency

Spanish Bilingual Proficiency – Written Test

Administration Time: 75 mins

Content Areas	No. Items
(1) Reading Comprehension	15
(2) Vocabulary	15
(3) Oral Comprehension	15
(4) Spanish to English Translation	15
Total No. Items: 60	

Spanish Bilingual Proficiency – Oral Test

Administration Time: 20 mins

Content Areas	Points
(1) Responding to Questions in Spanish	10
(2) English to Spanish Verbal Translation	10
(3) Spanish to English Verbal Translation	10
Total No. Points: 30	

Social Services Spanish Bilingual Proficiency – Written Test

Administration Time: 75 mins

Content Areas	No. Items
(1) Reading Comprehension	15
(2) Vocabulary	15
(3) Oral Comprehension	15
(4) Spanish to English Translation	15
Total No. Items: 60	

Social Services Spanish Bilingual Proficiency – Oral Test

Administration Time: 20 mins

Content Areas	Points
(1) Responding to Questions in Spanish	10
(2) English to Spanish Verbal Translation	10
(3) Spanish to English Verbal Translation	10
Total No. Points: 30	

Note: For the Spanish Bilingual Oral Examinations, candidates listen to audio recordings and submit their own audio recording in Spanish/English in the online platform. Oral responses are evaluated by Spanish speaking experts against a rating scale to determine the test takers proficiency level.

Supervisory and Management

Supervisor I	
Administration Time: 60 mins	
Content Areas	No. Items
(1) Interpersonal Skills	12
(2) Supervisory Skills	53
Total No. Items: 65	

Management Skills
Leadership Skills
Management Skills
Multitasking Simulation
Operations Management
Project Management
Quality Assurance
Remote Leadership Skills
Supply Chain Management
Team Management
Time Management
Training Skills

Test Development and Test Validation

Test Development

ioPredict's consultants have a strong foundation in test development/psychometrics. Our consultants have between 20 to 40 years of experience developing all types of customized pre-hire assessments for the most demanding government and corporate clients. We custom develop and validate the following types of employee selection procedures:

- Custom written tests
- Work sample tests
- Physical ability tests
- Structured oral interviews
- Personality based assessments
- Assessment centers
- Biodata examinations

Test Validation

Employers using selection procedures whether created in-house or purchased from a vendor must show local evidence of validity when the tests result in an adverse impact. For the purposes of satisfying these legal requirements, users may rely upon criterion-related validity studies, content validity studies or construct validity studies, in accordance with the standards set forth in the federal Uniform Guidelines on Employee Selection Procedures (UGESP).

ioPredict staff have decades of expertise in conducting job analysis and test validation studies for high stakes hiring and certification examinations to ensure they are in compliance with all relevant federal laws, consent decrees, regulations, and guidelines as well as relevant professional standards, and provide peace of mind for our clients. While legal compliance is critical, we also believe that tests and assessments should be valid predictors of an applicant's future success on the job (i.e., they are predictive and provide utility) or else they are of little use in the selection process.

Contact Clinton Kelly, Ph.D. at ckelly@iopredict.com to schedule a class or to get more information.

Training for HR Professionals

Io Predict offers online virtual training for individual staff members or for your entire staff.

	Individual	Staff
2-hour Training	\$50	\$800
Half-day Training	\$95	\$1,500
Full-day Training	\$175	\$3,000

The Full-day workshops are administered over two consecutive half days. Staff training is for up to 15 staff members and can be scheduled at your agency’s convenience. Additional staff members can be added to the staff session at the individual rate. In-person training may incur additional costs for mileage, meals, and travel time. The individual classes are on an open enrollment basis; the dates of the open enrollment classes are listed in on the io Predict website. Training topics include the following:

Job Analysis: Job analysis is the foundation for many human resource-related activities, such as employee selection, training and development, workforce planning, and performance management. It involves researching a job to determine which work behaviors and responsibilities it includes, the required qualifications necessary, and the conditions under which the work is performed. This full-day workshop will provide an overview of the job analysis process will provide guidance on how to conduct a job analysis that is compliant with the Uniform Guidelines on Employee Selection Procedures and show participants how to leverage the results of the job analysis to develop a plan for the development of employment selection tests.

Examination Development: This full-day workshop will instruct participants on the various types of assessment instruments used to select quality employees. The types of examinations covered in the workshop include: written multiple choice tests, structured oral interviews, physical agility tests, training and experience ratings, and work sample tests. Additional topics to be covered include: reliability and validity, passpoint setting, and ranking candidates.

Pass Point Setting & Adverse Impact: In this two-hour workshop, participants will learn how to set defensible exam pass points. Topics to be discussed include: pass point considerations; adverse impact and diversity; test reliability and precision; and test utility/validity. Alternative methods for pass point setting will also be discussed (e.g., Angoff method).

Multiple-Choice Item Writing: In this two-hour workshop, participants will learn how to write and edit quality multiple choice test items. Topics to be discussed include: multiple choice terminology; item formats; item difficulty levels; item writing clues and errors; and face validity. The instructor will also present strategies to help item writers manage the process of developing quality multiple choice items.

Test and Item Analysis: This two-hour workshop will guide participants through the process of conducting test and item analyses on multiple choice tests. Test analysis topics will include reliability, validity, standard deviations, skewness, kurtosis, and the standard error of measurement. The workshop will also instruct students on how to apply the 80% Rule (or 4/5 Rule) to determining whether an exam has adverse impact. Item Analysis topics will include p-values (difficulty measures), item discrimination indexes (biserial and point-biserial correlations), and distractor analysis.

Data Analysis for HR Professionals: The primary focus of this full-day workshop will be the identification/classification of the four variable types: nominal, ordinal, interval, and ratio variables, and how the variable types will determine the proper statistical analysis to use and how to graphically present your data. Topics to be discussed include: data analysis terminology, identifying rating scales and variables, data collection and sampling techniques, and how to present your data graphically and in reports. The instructor will also lead a discussion on the ethical use and presentation of data. The course consists of lectures, group discussions, video presentations, and structured group exercises.

Classification and Compensation: The primary focus of this full-day workshop will be to define the steps required to perform a Classification and Compensation study. Your agency’s classification structure will dictate how the agency recruits, retains, develops, and ultimately rewards its employees. Topics that will be covered include: agency class, salary, and benefits structure; developing classification titles, levels, abolished or unused classes, and MQs within job families and across the organization; surveying the labor market; appropriate pay differentials, pay philosophy, and salary design techniques.

Structured Oral Interviews: This half-day workshop will provide an overview of the structured interview and why structure results in better hiring decisions when compared to an unstructured approach. We will review what to assess in an interview, the different types of interview questions, how to develop job relevant questions, and how to create behaviorally anchored rating scales (BARS). In addition to the development of the interview itself, we will provide guidance on best practices for interview administration and scoring (e.g., number of raters, rater training, individual scoring versus consensus approach). The objective of this workshop is to provide practitioners with the expertise they need to create and administer their own structured interviews.

Client Testimonials



El Dorado County Human Resources has engaged ioPredict for exam development and administration. We have found them to be knowledgeable and helpful. The exam material they produce is good quality and provided on time or early. We have found this especially helpful during the current pandemic which has substantially changed how we conduct pre-employment exams. They have been a reliable resource to help us navigate the current situation and will no doubt continue to do so after.

- El Dorado County

I just wanted to share a quick note and let you know that ioPredict does a really good job. I'm glad that the City of Pasadena decided to work with you. It's really great how quick and easy it was to develop and administer the on-line unproctored/unmonitored exam for our Electrical Craft Helper vacancy. The time and resources saved testing nearly 400 candidates was notable. However, I was most satisfied that your company was able to provide an exam that worked on multiple platforms including a smart phone. Thank you for saving us time and allowing us to test candidates through the United States!



- City of Pasadena



ioPredict has been a life saver in this time of COVID-19. Our agency was considering online testing earlier in 2020 but it's a scary move for the public sector; there is a perceived loss of control. ioPredict eased us into the change and has been affordable, flexible, knowledgeable, accommodating, and responsive to our needs. For the first time, I was able to complete the selection process for a high volume, entry level administrative recruitment in four weeks. There were three steps in the process including an ioPredict test. The Zoom oral boards confirmed we captured a great group of candidates. We are so grateful to have found ioPredict; fast, smart and solution driven!

- City of Vacaville

Contra Costa County has developed a great partnership with ioPredict. Their dedication to assisting us in meeting our goals of developing online, unproctored assessments has been evident from the beginning. They are responsive and work quickly. This has been critical for us to continue operations during the COVID-19 pandemic.



- Contra Costa County



I thought the overall process was great. I really liked the fast turnaround of results and the detail in terms of especially who did not sign in to complete or start their test is also really helpful.

- Long Beach Community College

Get In Touch

Contact us we'd be happy to answer any questions you may have

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Why Choose ioPredict?

- Flexible "can do" solutions that meet your unique testing needs
- Off the shelf and customized assessments
- High quality psychometrically sound tests
- Experts in test development and validation available to assist you
- Highly responsive customer service
- Fast turnaround times from test order to administration and results
- Fresh exam content that is not overexposed
- Highly face valid exams that "look and feel" like the job
- Affordable exam and services pricing
- Integrated remote proctoring solutions for online exams



Alphabetical List of Off-the-Shelf Exams

Test	Page
Accountant	6
Accounting Assistant	6
Administrative Analyst	8
Administrative Analyst, Senior	8
Administrative Assistant	10
Administrative Assistant II	10
Administrative Clerk, Entry-Level	12
Administrative Clerk, Journey	12
Administrative Clerk, Senior	12
Administrative Specialist	12
Administrative Technician	11
Animal Control Officer	22
Buyer/Procurement Agent	7
Case Manager I	27
Child Services Assistant	27
Child Support Specialist I	27
Clerk, Experienced Level	11
Code Enforcement Officer	25
Community Services Officer	21
Computer Technology/Business Software	14
Construction Technician	23
Correctional Officer/Jailer	21
Court Clerk	18
Custodian	19
Customer Service Representative	15
Customer Service Representative, Senior	15
Driver/Operator (Pumping and Aerial Apparatus)	20
Electrician	23
Eligibility Specialist I	27
Eligibility Specialist Trainee	28
Employment and Training Worker	28
Executive Assistant	10
Firefighter, Entry-Level	20
Fiscal Assistant	6
Fiscal Technician	6
GIS Specialist	25
Groundskeeper/Gardener	19
Hand Crew/Fire Prevention Specialist	20
Housing Services Technician	28
Human Resources Analyst	17
Human Resources Assistant	17
Jailer/Correctional Officer	21
Laborer	19

Alphabetical List of Off-the-Shelf Exams

Test	Page
Law Enforcement Officer	21
Legal Secretary	18
Library Assistant	15
Maintenance Worker	19
Management Analyst	8
Management Analyst I	8
Medical Administrative Services	12
Office Assistant	13
Office Assistant, Senior	13
Office Clerk	11
Park Services Attendant	15
Payroll Clerk (Entry-Level)	7
Payroll Clerk III	7
Plumber	24
Police Cadet	21
Police Records Assistant	22
Program Analyst	9
Property and Evidence Technician	22
Service Technician	23
Social Services Aide	28
Social Services Spanish Bilingual Proficiency – Written Test	30
Social Services Spanish Bilingual Proficiency – Oral Test	30
Social Worker I	29
Social Worker II/III	29
Spanish Bilingual Proficiency – Written Test	30
Spanish Bilingual Proficiency – Oral Test	30
Supervisor I	31
Survey Technician	25
Tax Auditor I	7
Typing and Data Entry	13
Utility Laborer	23
Water Conservation Technician	15
Water Distribution Plumber	24
Water Treatment Operator Trainee	24
Water Utility Electrician	23
Water Utility Mechanic	24
Welder	25