ioPredict®

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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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)

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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:

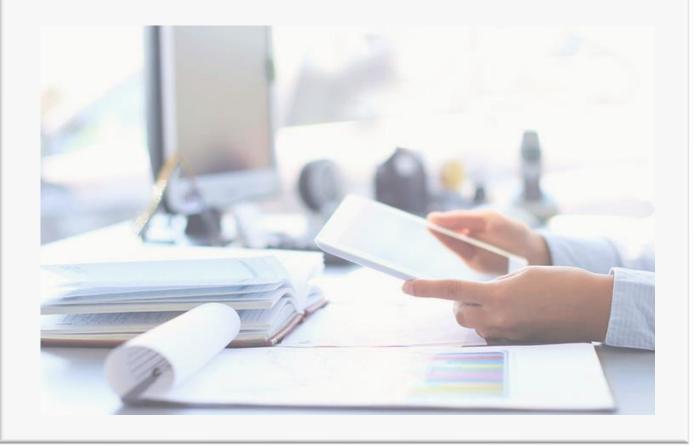| Remote Proctoring for Online Testing	
Remote Proctoring Type	**Per Candidate**
Live Online Remote Proctoring	$25 for the first hour, $15 for subsequent hour(s)
Automated Remote Proctoring	$15 per test administration

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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

Analyst

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	
(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	

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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	

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

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	

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

Medical Administrative Services Examinations

Medical Billing
Medical Terminology
Medical Transcription

Computer Technology/Business Software

Information Technology

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

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 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

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

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

Customer Service

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

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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

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	

Public Safety

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	

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	

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 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	

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 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	

Additional Public Safety Examinations

Emergency Medical Technician (EMT)
First Aid
Nursing Skills
General Corrections Officer Knowledge

io**Predict**®

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

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.

Contact Jason Schaefer at jschaefer@iopredict.com to schedule a class or to get more details.

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

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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