HUMAN RESOURCES POLICY
CLERICAL STAFF TESTING

EFFECTIVE: January 1986
REVISED: January 2008
RELATED POLICIES:

POLICY

Because clerical positions require specific skills, candidates being considered for employment will be tested in an objective manner. The College has developed a standard of skill sets that the positions on the various campuses require for their clerical support. For consistency and equity templates have been developed for the two major clerical components; Campus Services Clerks and Program Support Clerks. There is also appropriate testing available for more specific positions that require a different skill set.

Only short listed candidates will be tested. Test results will serve as only one of the factors used to make selections and will not determine who the successful candidate is. The overall mark is worth 10% of the rating in the selection process.

Internal candidates who are applying for a position of the same title and classification will not be required to take the on-line clerical testing. If an internal candidate applies for a position of different title regardless of classification, he/she will be required to do the appropriate testing, as the new position will require a different skill set. In a situation where an internal candidate does not score well on their testing, a recommendation for additional training will be made. Test results will be shared with the candidates if requested. This option will be presented by the test administrator. The test administrators will be given specific guidelines on the process.

PROCEDURE (FOR CLERICAL TEST ADMINISTRATORS)

Effective February 1, 2007 Northern Lights College will utilize on-line testing provided by *Total Testing* ®.

1. Once the list of shortlisted candidates is given to the Test Administrator, she/he will arrange for the *Total Testing* ® e-ticket to supply to the individual candidate the date, time and location for the test to be administered. This will be done prior to the interview. If there is not a convenient time prior to the interviews, the results will not be finalized until all data has been received.

2. The Test Administrator will ensure all computers that are being used for the test are appropriately set up and adequate to run the test and have the Total Testing home page open to the site where the e-ticket information will be entered.

3. The Test Administrator will remain in the same room or an adjoining room until the last candidate has completed the tests, in case there are questions or problems with the system. The Administrator will be positioned in such a way as to have no clear view of the monitor used for testing in order to assure privacy. The administrator will

not act in any way as to cause a distraction other than to answer direct questions from the candidate.

4. The Administrator will explain how the candidates are to log on and let them know that the test results will be sent to the HR Administrator. If the candidate wishes a copy of the results they can inform the Test Administrator at this time.

5. The Test Administrator will inform the HR Administrator of who has been tested and for what competition. The Test Administrator will provide the final results of the tests to the HR Administrator for the competition file. [Note: ten percent (10%) of the overall make will be part of the overall panel rating.]

TOTAL TESTING® **TESTS TO BE COMPLETED FOR THE FOLLOWING POSITIONS:**

Campus Services Clerks:
- Customer Service
- Talent Scout Clerical (this combination of tests includes: typing speed and accuracy, word processing skills, language skills and logic and reasoning skills)

Program Support Clerks:
- Customer Service
- Talent Scout Clerical
- MS Office 2003 Combo (this combination of tests includes: Word, Excel (minimal), PowerPoint, Outlook)
- Excel 2003 Standard
- Essentials Grammar
- *Math (depending on the need for the different programs, if they are handling cash and deposits – ie. Food Services Clerk, Bookstore Clerk)