The following is a suggested listing of tutorials, general assessments, and industry-specific assessments available. Visit www.proveit.com for a full list of selections.

TUTORIALS		
Microsoft Access 2003	Microsoft Word 2003	Microsoft Windows 2000
Microsoft Excel 2003	Microsoft Office Integration	Microsoft Windows XP
Microsoft Outlook 2003	Microsoft Office XP Integration	Peachtree Accounting 2003
Microsoft PowerPoint 2003	Microsoft Internet Explorer 5.0	QuickBooks Pro 2000

GENERAL ASSESSMENTS		
Basic Arithmetic	Filing By Name	MS Office 2003 Integration
Basic Computer Terminology	Following Verbal Instructions	MS Office XP Integration
Basic Spelling	Following Written Instructions	MS Windows 2000
Comparison Skills	MS Excel 2003 - Normal User	MS Windows XP
Computer Literacy	MS Excel 2003 - Power User	MS Word 2003 - Normal User
Customer Service Mindset Survey	MS Excel 2007 – Normal User	MS Word 2003 - Power User
Email Etiquette	MS Outlook 2003	Reading Comprehension

**Normal User Assessments measure skills for Basic Levels.
**Power User Assessment measure skills for Intermediate & Advance Levels.

ADMINISTRATIVE ASSISTANT		
Advanced Spelling	Following Written Directions	MS Word 2003 – Normal User
Basic Spelling	MS Access 2003	MS Word 2003 – Power User
Basic Office Skills	MS Excel 2003 – Normal User	Office Abbreviations
Data Entry: Inventory Database	MS Excel 2003 – Power User	Office Filing
E-mail Etiquette	MS Excel 2007 – Normal User	Office Telephone Etiquette
Filing By Name	MS Outlook 2003	Punctuation
Following Verbal Directions	MS Publisher 2002	Vocabulary

HUMAN RESOURCES		
Business Etiquette	Interviewing and Hiring	MS Word 2003 – Normal User
Business Writing	Listening Skills	MS Word 2003 – Power User
E-mail Etiquette	MS Access 2003	PeopleSoft HRMS
Healthcare Benefits Knowledge	MS Excel 2003 – Normal User	Reading Comprehension
Human Resources Basics	MS Excel 2003 – Power User	Recruiting Fundamentals
Internet Basics	MS Excel 2007 – Normal User	
Internet Research Skills	MS Outlook 2003	

MEDICAL BILLING Receptionist Transcriptionist		
Basic Office Skills	Medical Billing Knowledge	MS Excel 2003 – Power User
Business Etiquette	Medical Claims Processing	MS Outlook 2003
E-Mail Etiquette	Medical Office Personnel Skills	MS Word 2003 – Normal User
Following Written Instructions	Medical Receptionists	MS Word 2003 – Power User
Following Verbal Instructions	Medical Records – Legal Issues	Reading Comprehension
HIPPA - Administration	Medical Spelling	Typing Test – General Practice
Medical Assistant - Basic	Medical Terminology- Abbreviations	Typing: Medical 1 minute (H)
Medical Assistant - Advanced	MS Excel 2003 – Normal User	Typing: Medical 1 minute (O)

ACCOUNTS PAYABLE CLERK		
Accounting Terminology - Basic	Following Verbal Directions	Numeric Filing
Accounts Payable	Following Written Directions	Numeric Proofreading
ADP Payroll	MS Access 2003	Office Math Skills
Basic Office Skills	MS Excel 2003 – Normal User	Payroll
Bookkeeping	MS Excel 2003 – Power User	Payroll Clerk
Business Etiquette	MS Outlook 2003	PeopleSoft Financials
E-mail Etiquette	MS Word 2003 – Normal User	Reading Comprehension
MS Word 2003 – Power User	Simply Accounting 2006	

ACCOUNTS RECEIVABLE

Accounting Terminology – Basic	Following Written Directions	Office Math Skills
Accounting Terminology - Advanced	MS Access 2003	Reading Comprehension
Accounts Receivable	MS Excel 2003 – Normal User	Peachtree Accounting 2003
Basic Office Skills	MS Excel 2003 – Power User	PeopleSoft Financials
Business Etiquette	MS Excel 2007 – Normal User	QuickBooks Pro 2000
Bookkeeping - Professional	MS Outlook 2003	Reading Comprehension
E-mail Etiquette	MS Word 2003 – Normal User	Simply Accounting 2006
Following Verbal Directions	MS Word 2003 – Power User	

CUSTOMER SERVICE REPRESENTATIVE		
Advanced Spelling	Customer Service Mindset Survey	MS Excel – Normal User
Basic Spelling	E-mail Etiquette	MS Outlook 2003
Basic Arithmetic	Follow Verbal Directions	MS Word 2003 – Normal User
Basic Computer Terminology	Follow Written Directions	MS Word 2003 – Power User
Business Etiquette	MS Excel 2003 – Normal User	Reading Comprehension
Call Center Listening Skills	Customer Service Mindset Survey	Retention
Computer Literacy	MS Excel 2003 – Power User	

CALL CENTER REPRESENTATIVE		
Advanced Spelling	Call Center Outbound Sales Skills	Following Written Directions
Basic Spelling	Call Center Retention	MS Excel 2003 – Normal User
Call Center Advanced Spelling	Call Center Telephone Etiquette	MS Excel 2003 – Power User
Call Center Basic Spelling	Computer Literacy	MS Excel 2007 – Normal User
Call Center Customer Service Survey	Data Entry Alpha Numeric	MS Outlook 2003
Call Center Data Entry	E-mail Etiquette	MS Word 2003 – Normal User
Call Center Inbound Sales Skills	Following Verbal Directions	MS Word 2003 – Power User

NURSING C.N.A. L.P.N. R.N.		
Business Etiquette	LPN/LVN	Nursing Assistant

Following Written Instructions	Medical Assistant – Basic	R.N.
Following Verbal Instructions	Medical Assistant - Advanced	Reading Comprehension
Healthcare Industry Terms	Medical Spelling	
HIPAA – Clinical	Medical Terminology	
HIPAA – Administration	Nurse Practitioner	

MACHINE OPERATORS
Machinists

Basic CNC	Entry Level Industrial Skills	Math & Reasoning Skills
Basic Electronics	Following Verbal Instructions	OSHA
Basic Industrial Math	Following Written Instructions	Reading Comprehension
Basic Industrial Skills	General Maintenance	Retention
Blueprint Reading	Lathe Operator	

TECHNICAL SUPPORT SPECIALIST
Basic computer support for end-users.

A+	Logical Reasoning – Deduction	MS Windows XP Technical Skills
Computer Technician Skills	Logical Reasoning - Mathematical	MS Windows XP Troubleshooting
Hardware Troubleshooting	MS Access 2003 for Developers	
Internet Security	MS Office 2003 Help Desk	

DATABASE ADMINISTRATOR
Dependent on database experience.

Logical Reasoning – Mathematical	Oracle 10g DBA	Relational Database Design (RDBMS)
Logical Reasoning – Deduction	Oracle 10g for Developers	SQL for Client-Server Applications
Oracle Applications DBA	PL/SQL	SQL Server 2005 for Developers

SYSTEMS ADMINISTRATOR
General Server & Systems Administration.

Active Directory	Logical Reasoning – Deduction	Project Management for IT Professionals
Client/Server Fundamentals	Logical Reasoning - Mathematical	Technical Support – IT/Network

Linux Administration	MS Windows 2003 Server Administration	Technical Support Processes
Internet Security	MS Windows 2003 Server Installation Procedures	UNIX Administrator

NETWORK ADMINISTRATOR / SECURITY
LAN/WAN Functioning & Security

Basic Wireless Communications	Logical Reasoning – Mathematical	Network Administration
Cisco Networking	LAN Hardware	Network Security
Cisco Router	MS Exchange Server 2003 Administration	TCP/IP
Ethernet Networking	MS Exchange Server 2007 Administration	Telecommunications
Logical Reasoning – Deduction	MS Internet Information Server (IIS) 4.0	WAN Architecture