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1. Overview

About the WorkFORCE® Assessment for Cognitive Ability
The ETS WorkFORCE® Assessment for Cognitive Ability is a 90 minute, web-based cognitive assessment, specially designed to provide information about an individual’s skill at using written and printed information in three cognitive ability areas: Reading Prose, Reading Documents and Quantitative.

The WorkFORCE® Assessment for Cognitive Ability provides score levels for each of the three cognitive ability areas, allowing you to identify whether your current cognitive skills are at the level necessary to be successful in the role(s) for which you are being considered.

WorkFORCE® Assessment for Cognitive Ability Format
The WorkFORCE® Assessment for Cognitive Ability is divided into three sections, with each section containing questions measuring Reading Prose, Reading Documents, and Quantitative skills. At the end of each section, you will have the opportunity to review your answers and make any necessary changes before submitting your answers. Once you submit a section, you cannot go back to it.

Reading Prose
Reading Prose measures how well you understand and use information found in newspapers, magazines, novels, brochures, manuals or flyers. Most adults use this skill to answer questions, learn how to do something new or for entertainment. For example, you are using Reading Prose skills when you:

• Learn about quitting smoking from a brochure at your health clinic
• Read a story or poem with your child
• Join in the readings at a wedding or other ceremonies or events
• Give your child medication as directed on the package
• Read a newspaper or magazine to keep up on local and national events

Reading Documents
Reading Documents measures how well you find and use information in forms, schedules, charts, graphs and other tables of information. Most adults use this skill to find information they need or want; or to give information to someone else. For example, you are using Reading Document skills when you:

• Fill out a job application form or complete a credit card application
• Use a bus or train schedule to retrieve specific information
• Find out today’s weather using a weather map
• Use the TV guide to find the time that your favorite TV show starts
• Sign a form giving permission for your child to go on a school field trip
• Compare items in the warehouse to those listed on the inventory sheet
• Retrieve information from a graph or chart
Quantitative

Quantitative measures how well you can use numbers found in ads, forms, flyers, articles or other printed materials. Quantitative is a little different from Reading Prose and Reading Documents because in addition to using text to identify needed information, you also have to add, subtract, multiply, divide or perform other math operations to get the information you need. For example, you are using Quantitative skills when you:

- Figure out how much commission you earned last month in your sales job
- Add up how much you save when you use coupons to buy two items at a store
- Calculate a 15 percent tip at a restaurant
- Figure out the monthly cost of the lunch program at your child’s school
- Keep score for your bowling team
- Follow the instructions on a can of paint to calculate how many cans you need to paint a room

2. Frequently Asked Questions

When and where can I take the WorkFORCE® Assessment for Cognitive Ability?

You can take the assessment anytime of the day within the test expiration window provided in your registration confirmation email. The assessment may be taken from a location of your choice, whether it is your home, office, library or another area with an internet connection. It is suggested, however, that you take the assessment in a quiet place where you can concentrate and will not likely be disturbed.

How often can I take the WorkFORCE® Assessment for Cognitive Ability?

Each registration code can be used to take the test only once.

What score do I need to pass the WorkFORCE® Assessment for Cognitive Ability?

The WorkFORCE® Assessment for Cognitive Ability is not based on a “pass/fail” scale. The scores instead supply a range of information that helps employers decide whether you will be successful in a particular role.

How is the test scored?

Scores on the WorkFORCE® Assessment for Cognitive Ability range from 0–500 for each section. Scores on each of the three sections are characterized in terms of five levels that capture the progression of complexity and difficulty of the tasks in the tests. Scores that fall into Level 1 represent the lowest level of proficiency, while Level 5 scores represent the highest. A number of national and state organizations in the United States, including the National Governors Association, have identified Level 3 proficiency as a minimum standard for success in today’s labor markets. Levels below 3 are considered to indicate limited proficiency, while levels above 3 indicate high proficiency.
If I have a disability, can I still take the WorkFORCE® Assessment for Cognitive Ability?
Yes. The assessment delivery supports Extended Time. For questions regarding the listed accommodation, please see your Assessment Administrator.

Who uses the test?
Employers of various kinds can use the WorkFORCE® Assessment for Cognitive Ability scores to obtain information that can be used to identify candidates' relative strengths and weaknesses when comparing their scores across the Reading Prose, Reading Documents and Quantitative literacy sections.

3. Preparing to Take the WorkFORCE® Assessment for Cognitive Ability

The WorkFORCE® Assessment for Cognitive Ability is delivered on ETS's robust web-based system. You are not required to download any additional software or plug-ins, or install any additional hardware to take this assessment.

The software platform supports the use of most major browsers and operating systems including: PCs and Mac® devices. You can take the assessment anytime of the day from your preferred location (home, office, library, etc.) within the test expiration window. Technical specifications for the WorkFORCE® Assessment for Cognitive Ability are listed below.

<table>
<thead>
<tr>
<th>Display Monitor: Minimum screen resolution of 1024 x 768 is required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported by the following types of connections: LAN with DSL or better; Wireless Network</td>
</tr>
<tr>
<td>Web Browser Support: Internet Explorer® 11+; Chrome™ 30+; Firefox® 27+; Safari® 7; Edge 12 and above</td>
</tr>
<tr>
<td>Operating System: Windows® 7; Windows 8; Windows 10; Mac® OS X® 10.9+</td>
</tr>
<tr>
<td>Note: Issues may occur when utilizing technical platforms and systems other than these platforms.</td>
</tr>
</tbody>
</table>

4. Taking the WorkFORCE® Assessment for Cognitive Ability

This section provides you with step-by-step instructions for taking the WorkFORCE® Assessment for Cognitive Ability. If you have questions or experience technical difficulty during your session, please see your Assessment Administrator.

Registration Email
You will receive a registration confirmation email containing a link to the WorkFORCE® Assessment for Cognitive Ability, your test expiration date, Registration ID and Access Code. You can take the assessment anytime of the day from a location of your choice (home, office, library, etc.), although it is suggested that you take the assessment in a quiet place where you can concentrate and will not likely be disturbed. When you are ready, click on the URL within this registration email to launch your test session.
Sign in Screen
After you click on the URL in your registration confirmation email, the system will take you to the login screen. Please enter the Registration ID and Access Code provided to you in your registration confirmation email and select Sign In.

System Check
Once you log in, the system will automatically check for all the necessary hardware and software requirements. If your computer or device does not meet these requirements, the system will prompt you with a system check result window. In order to proceed to the next portion of the test session, you will need to fix the system error and select Check Again. If all requirements are met, the window will not appear on your screen and you will continue to the next screen within the test session.
Test Taker Registration Introductory Screen
Prior to beginning the WorkFORCE® Assessment for Cognitive Ability, you will be greeted with a Welcome! screen. Please enter or verify your full name, first name, last name and email address in the appropriate fields and select Continue.

ETS Policy and Confidentiality Agreement Screen
Please read the Policy and Confidentiality Agreement and select Agree to continue to the next screen.
If you choose Disagree, a warning message will display requesting that you confirm your understanding that by disagreeing with the Policy and Confidentiality Agreement you will not be permitted to take the assessment and your test session will be cancelled. If this is not correct and you do want to take the assessment, select cancel to be returned to the Policy and Confidentiality Agreement page.

**Use of Response Data**

The next screen is a Use of Response Data screen. This screen provides you with information about how your responses will be used by ETS. Please read the information contained on this screen, select Yes to provide consent to ETS to use your responses for research purposes or select No to decline. Your response will not positively or negatively affect your score. Select the Continue button once you have made your selection.

![Use Of Response Data](image)

**Tips**

The Tips screen provides you with information about how you'll respond to the various types of test questions. After reviewing the Tips, please select Continue.

![Tips](image)
Test Overview & Instructions
The system will now lead you into the assessment. Press the ‘Enter’ key or select Next at the bottom of the page to continue.

The Welcome screen will appear. Select Start Test.
Background Information
As part of the WorkFORCE® Assessment for Cognitive Ability, ETS will collect some background information from you. In this section of the test, you will be asked to provide basic information about yourself such as your age, education, employment, etc. Please complete the background information questions and select Next after answering each question.

Test Session
Your WorkFORCE® Assessment for Cognitive Ability test session will now begin. You will have 90 minutes to complete all three sections. At the end of each test section, you will have the opportunity to review the questions and your responses. When you are finished reviewing the section questions, select Exit to continue to the next section.
Post-Assessment
Once you complete the final section of the test, you will be asked to end your test session. Ending your test completes your assessment and submits your responses for scoring. Please select **End Test** to complete your test. Once you select **End Test**, you will be instructed to close your browser.

5. *WorkFORCE®* Assessment for Cognitive Ability Test Scores

**Test Fairness**
ETS is committed to ensuring that our tests and test scores are of the highest quality and as free of bias as possible. All of ETS’s products and services—including individual test questions, assessments, instructional materials, and publications—are evaluated during development to ensure that they:

- are not offensive or controversial
- do not reinforce stereotypical views of any group
- are free of racial, ethnic, gender, socioeconomic, and other forms of bias
- are free of content believed to be inappropriate or derogatory toward any group

All of ETS’s tests and products undergo rigorous, formal reviews to ensure that they adhere to the fairness guidelines, which can be found at [http://www.ets.org/about/fairness/guidelines](http://www.ets.org/about/fairness/guidelines). All statements in the *WorkFORCE®* Assessment for Cognitive Ability underwent a formal documented fairness and sensitivity review by trained ETS reviewers, who cleared all statements for use with diverse groups of individuals.

**Score Use**
The *WorkFORCE®* Assessment for Cognitive Ability helps to identify whether your current cognitive skills are at the level necessary to be successful in the role(s) for which you are being considered.
Score Report

Upon completion of the assessment, your Assessment Administrator may share your report with you either electronically on in person. Scores on the WorkFORCE® Assessment for Cognitive Ability range from 0–500 for each section.

Scores on each of the three assessment sections are characterized in terms of five levels that capture the progression of complexity and difficulty of the tasks in the tests. Scores that fall into Level 1 represent the lowest level of proficiency, while Level 5 scores represent the highest. A number of national and state organizations in the United States, including the National Governors Association, have identified Level 3 proficiency as a minimum standard for success in today’s labor markets. Levels below 3 are considered to indicate limited proficiency, while levels above 3 indicate high proficiency.

6. Policies and Guidelines for Score Use

Introduction

The WorkFORCE® Assessment for Cognitive Ability Program and its authorized local ETS Preferred Associates have a particular obligation to inform users of the appropriate uses of the WorkFORCE® Assessment for Cognitive Ability scores and to identify and try to rectify instances of misuse. To this end, the following policies and guidelines are available to all WorkFORCE® Assessment for Cognitive Ability test takers, institutions and organizations that are recipients of the WorkFORCE® Assessment for Cognitive Ability scores.

Policies

In recognition of their obligation to ensure the appropriate use of WorkFORCE® Assessment for Cognitive Ability scores, ETS developed policies designed to make score reports available only to approved recipients, to protect the confidentiality of test takers’ scores and to follow up on cases of possible misuse of scores. The policies are discussed below.

Organization Access to Score Data

Using the Service, a member Organization will be able to view, copy and use your name, gender, photograph, date of birth, registration number, test date and test scores. ETS reserves the right to determine whether more or less data should be provided from time to time at its good-faith discretion. Any use of your scores by the Organization should be pursuant to its privacy and security policy, if any, rather than to the ETS policy. ETS contracts with the Organization to use the information only to verify the WorkFORCE® Assessment for Cognitive Ability scores, but ETS does not control the Organization.

Limitations

You acknowledge that if you give an Organization a registration number for a WorkFORCE® Assessment for Cognitive Ability that is more than one year old, the Organization will not be able to verify your scores. You agree that ETS supplies the service and the score and with all faults. All disclaimers, damage and remedy exclusions, and limitations and other provisions of the WorkFORCE® documents apply to the scores.
Other

ETS reserves the right to share data with institutions and agencies for verification purposes. You agree that ETS may amend or change these terms and conditions from time to time at its discretion by providing notice in the WorkFORCE® section of www.ets.org or in any of the WorkFORCE® documents, or by emailing or otherwise giving notice to you. If you provide WorkFORCE® information to an Organization after the effective date of an amendment, or if, before the effective date, you fail to withdraw your WorkFORCE® information from an Organization or otherwise fail to instruct it not to access your score data, you will be deemed to have consented to the amendment. The foregoing does not restrict ETS from using another method for amendment under any of the WorkFORCE® documents.

Confidentiality

WorkFORCE® Assessment for Cognitive Ability scores, whether for an individual or aggregated for an organization, are confidential and can be released only by authorization of the individual or organization or by compulsion of legal process. ETS recognizes test takers’ right to privacy with regard to information that is stored in data or research files held by ETS, and its responsibility to protect test takers from unauthorized disclosure of the information.

Testing Irregularities

“Testing Irregularities” refers to irregularities in connection with the administration of a test, such as equipment failure, improper access to test content by individuals or groups of test takers and other disruptions of test administrations (natural disasters and other emergencies). When testing irregularities occur, ETS may decline to score the test or may cancel the test score. When it is appropriate to do so, ETS may give affected test takers the opportunity to take the test again as soon as possible without charge.

Identification Discrepancies

When, in the judgment of ETS, there is a discrepancy in a test taker’s identification, ETS may decline to score a test or may cancel the scores and the test fee will be forfeited.

Misconduct

If ETS, the ETS Preferred Associate, Organization or Employer finds that there is misconduct in connection with a test, ETS may decline to score the test or may cancel the test scores. Any associated test fees for test takers whose scores are cancelled due to misconduct will not be returned to the Assessment Administrator.

Test Score Data Retention

WorkFORCE® Assessment for Cognitive Ability scores reflect Reading Prose, Reading Documents and Quantitative skills at the time the test is taken.

Test scores are retained in the WorkFORCE® Assessment for Cognitive Ability database for only one year from the test date. Scores more than one year old are not reported; individuals who took the WorkFORCE® Assessment for Cognitive Ability more than one year ago, must retake the test to obtain a new score. While all information that could be used to identify an individual is removed from the database after one year, anonymous score data and other information that can be used for research or statistical purposes are retained.
Score Cancellation

ETS or the local ETS Preferred Associate reserves the right to take all action—including but not limited to barring test takers from future testing and/or cancelling scores—for failure to comply with test administration regulations or the Assessment Administrator’s directions. If a test taker’s scores are cancelled, a letter will be sent from ETS. If applicable, no refunds will be provided.

Disability Test Takers

The assessment delivery adheres to several guideline standards such as:

• Extended Testing Time

In addition, upon approval of the Assessment Administrator, extended time can be offered. For questions regarding any of the above accommodations for test takers with disabilities, please see your Assessment Administrator or email workforce@ets.org if within the United States.

7. Contact

If you have any technical issues or questions, please contact your Assessment Administrator.

8. Terms and Conditions

IT IS IMPORTANT THAT YOU CAREFULLY READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS END USER LICENSE AGREEMENT SET FORTH BELOW. THIS END USER LICENSE AGREEMENT DEFINES YOUR LEGAL RIGHTS TO USE THE WORKFORCE ASSESSMENT FOR COGNITIVE ABILITY. IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS AND CONDITIONS, YOU ARE NOT AUTHORIZED TO ACCESS OR USE THE WORKFORCE ASSESSMENT FOR COGNITIVE ABILITY.

You become bound by the terms and conditions of this End User License Agreement between You and Educational Testing Services ("ETS") by accessing and using the WorkFORCE® Assessment for Cognitive Ability.

Definitions. As used in this Agreement, the following terms shall have the meanings set forth below:

"Agreement" means this End User License Agreement.

"Intellectual Property Rights" shall mean all rights of a person or entity in, to, or arising out of:

a. Copyrights, including copyright registrations and applications therefore in the U.S. or any foreign country, and all rights corresponding thereto throughout the world,

b. Patents, including United States, international, or foreign patents or any application therefore,

c. Trade Secrets, including any inventions, proprietary information, know-how, designs, technology, and related data,

d. Trademarks, including but not limited to trademarks, and service marks, trade names, trade dress, or domain names, including registrations issued, or pending applications therefore, or existing under common-law, in the United States or in any foreign jurisdiction,

e. Moral Rights, and

f. Any other proprietary rights anywhere in the world similar to those described in this definition.
“End User” or “You” means you.

“Reports” means the individual results generated from your use of the WorkFORCE® Assessment for Cognitive Ability.

License. ETS grants to You a limited, non-exclusive, revocable, non-sublicensable, and non-transferable license to access and use the WorkFORCE® Assessment for Cognitive Ability subject to the terms and conditions hereunder. The WorkFORCE® Assessment for Cognitive Ability will be available until expiration of the access period. You acknowledge that your access code is of a limited duration.

Restrictions on Use. You acknowledge and agree that You will not copy any content of the WorkFORCE® Assessment for Cognitive Ability. You further acknowledge and agree that You will only use the WorkFORCE® Assessment for Cognitive Ability and its content for your individual, non-commercial purposes. You may receive Reports from your access and use of the WorkFORCE® Assessment for Cognitive Ability. You acknowledge and agree that You may only use such Reports for your individual, non-commercial purposes. You are permitted to send such Reports to your current or prospective employer(s) at your discretion, but You are not obligated to do so. You acknowledge and agree that You will not distribute or publish the WorkFORCE® Assessment for Cognitive Ability in whole or in part. You acknowledge and agree that You are responsible for all access and use of the WorkFORCE® Assessment for Cognitive Ability under your access code. If You lose your access code or suspect your access code has been stolen or misused, You shall notify ETS immediately.

You may not resell, license, assign, or otherwise transfer this Agreement, the WorkFORCE® Assessment for Cognitive Ability, any of its content, or any rights or obligations hereunder to any person or entity.

Ownership. ETS or its licensors shall retain sole and exclusive ownership of and all Intellectual Property Rights in the WorkFORCE® Assessment for Cognitive Ability.

Confidentiality. During the term of this Agreement, You may have access to information that is confidential and proprietary to ETS. Confidential and proprietary information may include, but is not limited to, the WorkFORCE® Assessment for Cognitive Ability and any content contained therein. You shall keep confidential the confidential and proprietary information of ETS. You shall not use or disclose such information in any way other than as permitted under this Agreement. You may disclose and share any Reports You receive from your use of the WorkFORCE® Assessment for Cognitive Ability with your current or prospective employer(s).

Term and Termination. This Agreement is effective immediately upon your access and use of the WorkFORCE® Assessment for Cognitive Ability and shall remain in effect throughout the access period. ETS may, in its sole discretion, terminate this Agreement immediately at any time for any or no reason by cancelling your access code. Immediately upon termination of this Agreement, You are no longer authorized to access or use the WorkFORCE® Assessment for Cognitive Ability. You may continue to use any Reports previously received, but ETS has no obligation to provide You any additional Reports or copies or replacements of previously received Reports.

Limitation of Liability.

a. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, THE WORKFORCE ASSESSMENT FOR COGNITIVE ABILITY PROVIDED HEREUNDER IS PROVIDED TO YOU “AS IS.” ETS EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES AND REPRESENTATIONS, WHETHER EXPRESS OR IMPLIED, WHETHER ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF ACCURACY, COMPLETENESS, NONINFRINGEMENT, TITLE, PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.
b. ETS EXPRESSLY DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF OR IN CONNECTION WITH YOUR FAILURE TO ABIDE BY THE RESTRICTIONS ON THE ACCESS AND USE OF THE WORKFORCE ASSESSMENT FOR COGNITIVE ABILITY, INCLUDING BUT NOT LIMITED TO THE ACCESS AND USE FOR YOUR INDIVIDUAL, NON-COMMERCIAL PURPOSES.

c. IN NO EVENT WILL ETS’ LIABILITY, IN THE AGGREGATE, FOR DAMAGES ARISING OUT OF THE ACCESS AND USE OF THE WORKFORCE ASSESSMENT FOR COGNITIVE ABILITY OR ARISING UNDER THIS AGREEMENT, WHETHER IN TORT, CONTRACT OR OTHERWISE, TO YOU OR ANY OTHER PERSON OR ENTITY EXCEED THE AMOUNT OF FEES PAID BY YOU FOR THE WORKFORCE FOR COGNITIVE ABILITY.

**Force Majeure.** ETS shall be excused from performance hereunder during any period and to the extent that it is prevented from performing any obligation pursuant thereto, in whole or in part, as a result of delays not caused by ETS or any cause beyond its control, including without limitation interruption or failure of telecommunications or digital transmission links to the Internet, slowdowns or failures, and computer hacking. Such nonperformance shall not be a default hereunder or a ground for termination hereof.

**Relationship of the Parties.** Nothing contained in this Agreement shall be construed to imply a joint venture, partnership or principal-agent relationship between You and ETS; and neither party by virtue of this Agreement shall have any right, power, or authority to act or create any obligation, expressed or implied, on behalf of the other party.

**Governing Law.** This Agreement shall be governed by and construed in accordance with the federal laws of the United States and the laws of the State of New Jersey, without giving effect to the principles thereof relating to the conflicts of laws. The terms contained in sections titled “Definitions,” “Restrictions on Use,” “Ownership,” “Confidentiality,” “Term and Termination,” “Limitation of Liability,” “Force Majeure,” “Governing Law,” “Relationship of the Parties,” “Entire Agreement,” and “Severability” shall survive expiration or termination of this Agreement.

**Entire Agreement.** This Agreement constitutes the entire agreement and understanding between You and ETS concerning the subject matter hereof. Any modification or amendment to this Agreement shall not be binding unless it is in writing and signed by You and ETS.

**Severability.** If any of the provisions of this Agreement are found to be invalid by a court of competent jurisdiction, the remaining provisions shall continue to be valid and enforceable.

BY SIGNING IN WITH YOUR REGISTRATION ID AND ACCESS CODE TO TAKE THE ASSESSMENT YOU REPRESENT AND AGREE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS IN THE END USER LICENSE AGREEMENT IN THIS EXAMINEE HANDBOOK IN ITS ENTIRETY. IF YOU DO NOT AGREE TO BE BOUND BY THOSE TERMS AND CONDITIONS, YOU ARE NOT AUTHORIZED TO ACCESS OR USE THE WORKFORCE ASSESSMENT FOR COGNITIVE ABILITY.