# WorkFORCE® Assessment for Job Fit Examinee Handbook

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1. Overview

1.1 About the WorkFORCE® Assessment for Job Fit

The ETS WorkFORCE® Assessment for Job Fit is a 20–25 minute, web-based personality assessment. Administered using ETS’s FACETS™ engine, this assessment measures between 13 to 15 personality attributes depending on the job industry using an innovative forced-choice response format designed to provide normative attribute scores.

The assessment measures six critical factors, or Behavioral Competencies, and these Behavioral Competencies are tailored to the type of job that a company is recruiting for and the behavioral skills needed to perform successfully in that job. Results from the WorkFORCE® Assessment for Job Fit provide scores for each of the six Behavioral Competencies as well as an Expected Job Fit Indicator.

By following a framework based on contemporary views of personality theory and making use of modern scoring techniques, the WorkFORCE® Assessment for Job Fit provides scores which can be used across a range of organizations for evaluating job candidates.

1.2 WorkFORCE® Assessment for Job Fit Format

Administered using the ETS FACETS™ engine, the assessment uses an innovative forced-choice response format. In this format, you will be shown pairs of statements. Each pair will be presented one at a time. All the statements refer to how you might typically think, feel and act. Read each of the two statements carefully and decide the extent to which it may describe you. Then, choose the statement that is more like you. Neither statement may be completely accurate, but please select the one that is closer to how you think, feel or behave. When selecting a statement that is more like you, you are not necessarily agreeing with that statement, you are simply saying it is more like you than the other (even just slightly).

After each item response is obtained, your personality attribute scores are estimated and the next item pair is selected. This process continues until the total number of test items has been completed. Final attribute score estimates are then obtained.

2. Frequently Asked Questions

2.1 When and where can I take the WorkFORCE® Assessment for Job Fit?

Once issued a Registration ID and Access Code, you can take the assessment any time of the day within the test expiration window provided in your registration confirmation email. You may also take the assessment from a location of your choice, whether it is your home, office, library or another area with an internet connection.

2.2 How many times can I take the WorkFORCE® Assessment for Job Fit using my Registration Code?

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

2.3 What score do I need to “pass” the WorkFORCE® Assessment for Job Fit?

Personality tests like the WorkFORCE® Assessment for Job Fit are not based on a “Pass/Fail” scale. The scores instead supply a range of information that helps employers determine your relative fit within the organization. Organizations set their own policies relative to a desired or recommended score.

2.4 If I have a disability, can I still take the WorkFORCE® Assessment for Job Fit test?

Yes. The assessment delivery adheres to several guideline standards such as Text to Speech Support, Keyboard Navigation, Color Contrast, and Extended Time. For questions regarding the above accommodations, please see your Assessment Administrator.

2.5 How is the test scored?

The Expected Job Fit Indicator ranges from 0–100. This Expected Job Fit Indicator is intended to be the primary score provided by this assessment for hiring managers to consider when making selection or hiring decisions, as it is designed to provide the best prediction of overall job performance. These scores reflect expected level of
performance, scaled to have a mean of 50 and a standard deviation of 20. This means that a respondent with a score of 50 is expected to perform at the average level for those involved in the initial validity study, with higher scores indicating an expected higher level of performance on the job.

2.6 Who uses the test?
Employers and candidates can use the Expected Job Fit Indicator and Behavioral Competency scores to obtain information to be used to identify specific areas of potential strengths and weaknesses of candidates for a specific job.

3. Preparing to Take the WorkFORCE® Assessment for Job Fit

3.1 How To Get Ready To Take the WorkFORCE® Assessment for Job Fit
The WorkFORCE® Assessment for Job Fit 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 for this assessment.

The platform is supported by all major browsers and operating systems including: PCs, Mac®, iPad®, and Android. It is also compatible with all major screen-reading software for visually impaired users. You can take the assessment any time of the day from your preferred location (home, office, library, etc.) within the test expiration window. The WorkFORCE® Assessment for Job Fit is supported by the technical specifications listed below.

Display Monitor: Minimum screen resolution of 1024 x 768 is required

Supported by the following types of connections: LAN with DSL or better; Wireless Network

Web Browser Support: Internet Explorer® 11+; Chrome™ 30+; Firefox® 27+

Operating System: Windows® 7; Windows 8; Windows 10; Mac OSX 10.7+; Safari® 6+

Android 4+ (Ice Cream sandwich and above)

Note: Issues may occur when utilizing technical platforms and systems other than these platforms.

4. During the Test
Once registered for the test, you will receive a system generated email containing a link to the WorkFORCE® Assessment for Job Fit, 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.).

4.1 Sign-in Screen
After you click on the URL in your test registration email confirmation, the system will take you to the log-in screen. Please enter the Registration ID and Access Code provided to you in your registration confirmation email and select Sign In.

System Check:
After you log in, the system will automatically check for all the necessary site requirements. If the site requirements are not met, the system will prompt you with a system check result window. In order to proceed to the next portion of the assessment, you will need to fix the system error and select Check Again.
4.2 Test-Taker Registration Introductory Screen
Prior to beginning the WorkFORCE® Assessment for Job Fit, you will be greeted with the Welcome! screen. Please enter your full name into the field and select Continue.

4.3 ETS Policy and Confidentiality Agreement Screen
Please read the Policy and Confidentiality Agreement and select Agree to continue to the next screen.

4.4 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 and click the Continue button.

4.5 Background Information
As part of the WorkFORCE® Assessment for Job Fit, ETS will collect some background information from you. In this section of the test, you will be asked to provide some basic background information such as age, education, employment, etc. Complete the background information fields and click Continue.

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.
4.6 Test Overview & Instructions
The system will now provide you with an overview and instructions for the test. After you have read the test overview and instructions, select **Continue**.

![Image](image1.png)

4.7 Tips
The next screen provides you with tips and instructions related to the test. After reviewing the Tips, please select **Continue**.

![Image](image2.png)

4.8 Sample Question
You will then see a sample of the type of questions you will be presented with during the *WorkFORCE*® Assessment for Job Fit. Please select **Continue**.

![Image](image3.png)

4.9 Test Session
Your *WorkFORCE*® Assessment for Job Fit test session will now begin. You will have one hour to answer a number of sets of statements. A timer is available in the top, right-hand corner of the screen. Review the two statements that appear on your screen and select the one that is more like you. In some cases, you may not relate to either of the statements presented to you on the screen. However, you should choose the statement that is more like you than the other. Continue through the statement screens to complete the assessment.

4.10 Test Session Warning Screens
During the test session, you may be presented with several warning screens. These screens are to assist you in navigating through the test most efficiently.

4.10.1 Warning Pop-up – 13 minutes
This warning window is displayed when you have been idle during the assessment time for 13 minutes. The message will warn you that the session will time-out within two minutes.

4.10.2 Session Timeout – 15 minutes
A message will be displayed when your session has timed out because you have been idle for 15 minutes. To resume the test where you left off, please refer to your registration email to log in again.

4.10.3 Time Expired – 1 hour
A message is presented when the 1 hour (60 minutes) time allotted for the session has expired. You are no longer in the assessment. The message explains that you will be scored based on all the questions you have answered up to this point. You will not be able to sign in again.

4.11 Post-Assessment
At the completion of the test, you will be asked one post-assessment question. Please provide a rating and click **Submit**.

4.12 Warning Message Screens for Browser Back/Close
You should **not** use the Back button on your browser window. If you click the Back button, Internet Explorer and Chrome will display the question “Are you sure you want to leave this page?” Firefox will display “This page
is asking you to confirm that you want to continue with the assessment.” You must select “stay on this page.” If you select yes to leave the page, you will stop testing. To resume the test where you left off, please refer to your registration email to log in again.

5. **WorkFORCE® Assessment For Job Fit Test Scores**

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

5.2 Score Use

The WorkFORCE® Assessment for Job Fit helps identify candidates who are most likely to succeed in the organization using this test. Scoring algorithms are built based on the job fit scores and job performance of successfully employed individuals in jobs similar to the one for which you are applying.

5.3 Score Report

The score report provides an Expected Job Fit Indicator which ranges from 0–100. A higher score indicates a greater likelihood of success in the job for which you are applying. Also provided are your scores across six Behavioral Competencies, which are indicators of characteristic workplace behaviors, and are defined below.

1. **Initiative and Perseverance** — Reflecting behaviors formally recognized as part of job duties and which contribute to assigned work; completing tasks efficiently and accurately; acting as a self-starter; having the drive to get work accomplished.

2. **Responsibility** — Conducting oneself with responsibility, accountability and excellence; adhering to organizational policies; being sensitive to and following safety and other regulatory rules and procedures; demonstrating appropriate workplace behavior and conduct.

3. **Teamwork and Citizenship** — Working with diverse groups of peers and colleagues; contributing to groups; having a healthy respect for different opinions, customs and preferences; participating in group decision making.

4. **Customer Service Orientation** — Conducting oneself in a courteous, patient and cooperative manner with external or internal clients or customers; acting to meet client needs and maintaining the role as spokesperson when dealing with others; following through with clients to get a job done well; managing difficult people and assignments; putting the customer first.

5. **Problem Solving and Ingenuity** — Using knowledge, facts and data to effectively solve problems; thinking critically and creatively; using good judgment when making decisions; being a self-directed learner.

6. **Flexibility and Resilience** — Adjusting well to changing or ambiguous work environments, handling stress, accepting criticism and feedback from others, being positive even when facing setbacks.

Each of the Behavioral Competencies formed by combinations of the WorkFORCE® Assessment for Job Fit Personality Attributes are intended to convey information about each personality. This information can be used to identify specific areas of potential strengths and weaknesses. To facilitate that, the Behavioral Competencies and Personality Attributes are displayed to maximize displayed information. Behavioral Competencies are displayed in a grey band with bolded text, with the Personality Attributes listed in white bands below each Behavioral Competency that they constitute. Each Behavioral Competency and Personality attribute has an associated scale showing your rating on each competency or attribute. This score is represented by a box with a code indicating the direction of the score and the relative
strength of the score (e.g. “R2,” “L5,” “R4,” etc.). Any score displaying an “R” is relatively more associated with the behavior that is listed to the right side of the score band. Likewise, scores displaying an “L” are relatively more associated with the behaviors listed to the left side of the score band. The numerical element of the score and the visual position of the box indicate the relative strength of the association, with “5” representing the most powerful associations and “1” representing the least powerful associations.

6. Policies and Guidelines for Score Use

6.1 Introduction

The WorkFORCE® Assessment for Job Fit Program and its authorized local ETS Preferred Associates have a particular obligation to inform users of the appropriate uses of the WorkFORCE® Assessment for Job Fit 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 Job Fit test takers, institutions and organizations that are recipients of WorkFORCE® Assessment for Job Fit scores.

6.2 Terms and Conditions

6.2.1. Organization Access to Score Data

Using the Service, a member Organization will be able to view, copy and use your name, gender, age, 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 Job Fit scores, but ETS does not control the Organization.

6.2.2. Limitations

You acknowledge that if you give an Organization a registration number for a WorkFORCE® Assessment for Job Fit 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.

6.2.3. 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 an organization 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.

6.3 Policies

In recognition of their obligation to ensure the appropriate use of WorkFORCE® Assessment for Job Fit 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.

6.3.1 Confidentiality

WorkFORCE® Assessment for Job Fit 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.

6.3.2 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.
6.3.3 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.

6.3.4 Misconduct
When ETS, the ETS Preferred Associate, or Employer notice that there is misconduct in connection with a test, ETS may decline to score the test or may cancel the test scores. Test fees for test takers whose scores are cancelled due to misconduct will not be returned to the Assessment Administrator.

6.3.5 Test Score Data Retention
WorkFORCE® Assessment for Job Fit scores reflect test takers’ Expected Job Fit Indicator and Behavioral Competencies at the time the test is taken. Test scores are retained in the WorkFORCE® Assessment for Job Fit database for only one year from the test date and scores more than one year old are not reported. Individuals who took the WorkFORCE® Assessment for Job Fit more than one year ago must retake the test if they want scores. 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.

6.3.6 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 canceling scores — for failure to comply with test administration regulations or the test administrator’s directions. If a Test Taker’s scores are canceled, a letter will be sent from ETS. The test taker will not receive a refund.

7. Disability Test Takers
The assessment delivery adheres to several guideline standards such as:

- Text to Speech Support through accessibility tools such as Jaws, Mac™, VoiceOver and Chrome Vox.
- Keyboard Navigation
- Color Contrast (in support of test takers with color blindness or other visual impairment)

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.

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

9. 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 FOR JOB FIT TRAINING SYSTEM. IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS AND CONDITIONS, YOU ARE NOT AUTHORIZED TO ACCESS OR USE THE WORKFORCE FOR JOB FIT TRAINING SYSTEM.

You become bound by the terms and conditions of this End User License Agreement between You and Educational Testing Service (“ETS”) by accessing and using the WorkFORCE® Assessment for Job Fit.

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:

- Copyrights, including copyright registrations and applications therefore in the U.S. or any foreign country, and all rights corresponding thereto throughout the world,
- Patents, including U.S., international, or foreign patents or any application therefore,
- Trade Secrets, including any inventions, proprietary information, know-how, designs, technology, and related data,
- Trademarks, including but not limited to trademarks, trade names, trade dress, or domain names, including registrations issued, or pending applications therefore, or existing under common-law, in the U.S. or in any foreign jurisdiction,
- Moral Rights, and
- 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 Job Fit.
License. ETS grants to You a limited, non-exclusive, revocable, non-sublicensable, and non-transferable license to access and use the WorkFORCE® Assessment for Job Fit subject to the terms and conditions hereunder. The WorkFORCE® Assessment for Job Fit 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 Job Fit. You further acknowledge and agree that You will only use the WorkFORCE® Assessment for Job Fit and its content for your individual, non-commercial purposes. You may receive Reports from your access and use of the WorkFORCE® Assessment for Job Fit. 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 Job Fit in whole or in part. You acknowledge and agree that You are responsible for all access and use of the WorkFORCE® Assessment for Job Fit 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 Job Fit, 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 Job Fit.

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 Job Fit 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 Job Fit 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 Job Fit 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 Job Fit. 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 FOR JOB FIT 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 FOR JOB FIT, INCLUDING BUT NOT LIMITED TO THE ACCESS AND USE FOR YOUR INDIVIDUAL, NON-COMMERCIAL PURPOSES.

c. IN NO EVENT WILL ETS’S LIABILITY, IN THE AGGREGATE, FOR DAMAGES ARISING OUT OF THE ACCESS AND USE OF THE WORKFORCE FOR JOB FIT 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 ASSESSMENT FOR JOB FIT.

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 FOR JOB FIT.