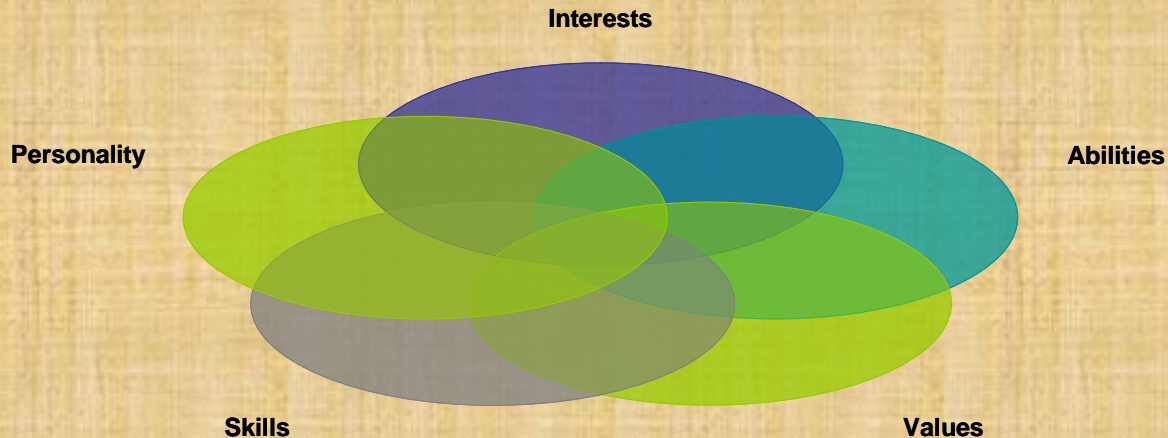# What tests does HC offer?

Henricks Consulting provides a wide range of psychological assessments. Unlike most of our competitors, we have consciously avoided any commercial relationships that will tie us to any particular test provider or online platform. This means that we are able to objectively select the best combination of assessments to meet your specific needs.

There are five main characteristics that can be assessed via a psychological assessment. This paper details each type of assessment, what it measures, its common uses and some additional considerations.

ABILITIES

Ability assessments test inherent capabilities that do not change dependent on knowledge, skills, experience or motivation. The most common form of ability-based assessments are intellectual ability tests.

Common Uses:
- Recruitment
- Vocational Guidance

Considerations:
- Ability measures, when interpreted with a well constructed job and competency profile, can be the single best predictor of on-the-job performance
- They can be utilised well for screening purposes
- However, ability-based tests would not normally provide fine differentiation between very closely matched candidates and are best used in early phases of recruitment.

PERSONALITY

Personality tests are a stable measure of behavioural tendency. They predict the way an individual will naturally prefer to behave over time, given all things being equal.

Common Uses:
- Recruitment
- Self awareness / development
- Career Guidance
- Leadership assessment

Considerations:
- In order to get the most out of a personality assessment for recruitment purposes the job for which a candidate is being considered must be well defined together with a robust competency profile
- Personality assessment is most powerful when used to determine additional areas to probe in interview and/or as confirmatory evidence to support biographical data, reference

VALUES

This type of assessment considers what a candidate "values" in work or personal settings. An individual's values will change over time.

Common Uses:
- Vocational Guidance
- Development
- Career Management
- Team Building

Considerations:
- Values are best considered in conjunction with a job description and competency profile. They will provide the best prediction of whether an individual will be motivated in a new role in the long term.
- While many companies are now interested in using values as part of their recruitment process, it can be problematic to do so given the measure is not always stable over time.

INTERESTS

Interest inventories are a well known tool which investigate what activities an individual most enjoys or is most interested in, at work or home.

Common Uses:
- Vocational guidance
- Career Management
- Development Purposes

Considerations:
- Interest inventory results do change over time, depending on the candidate's frame of mind
- Information gained from these assessments should only be used to prompt conversation in interview and to gauge the candidate's motivation for the job in question
- Interests should not be used as a basis for screening

SKILLS

Skills assessments provide a standardised measure to compare the acquired competencies of individuals in a particular field.

Common Uses:
- Recruitment
- Development Purposes

Considerations:
- Skills can be learnt over time, so it is often better to recruit based on ability and personality
- Many assessments that purport to measure skills actually measure self-reported skills, based on survey-style questions.

We have a large range of specific skills tests available. These are listed on the following pages.

ADMINISTRATIVE / CLERICAL

Administrative Skills
- Office Management (U.S.) (Adaptive)
- Office Procedures (U.S.) (Adaptive)

Audio Transcription
- Audio Transcription-AUS
- Audio Transcription-UK
- Audio Transcription-US

Business Communications
- Business Communications Writing Sample - General
- Business Communications Writing Sample - Insurance
- Business Letter Format
- Business Letter Compose-AUS
- Business Letter Compose-UK
- Business Letter Compose-US
- Business Letter Edit-AUS
- Business Letter Edit-UK
- Business Letter Edit-US

Communications
- Business Writing
- Editing & Proofing (Chicago Style)
- English Vocabulary
- Technical Writing (Adaptive)
- Written English (Adaptive)
- Written Spanish (Adaptive)

Data Entry
- Data Entry Ten Key (Simulation)
- Data Entry Alphanumeric Form 1-AUS (Simulation)
- Data Entry Alphanumeric Form 2-AUS (Simulation)
- Data Entry Numeric Form 1-AUS (Simulation)
- Data Entry Numeric Form 2-AUS (Simulation)

Grammar
- General Clerical Grammar (R1)
- Language Comprehension
- English Language Comprehension - US English

Reading
- Reading Comprehension

Shorthand-Speedwriting
- Shorthand-AUS

Spelling
- General Clerical Spelling-Multiple Choice (R1)
- General Clerical Spelling-Short Answer (R1)
- Spelling (U.S.) (Adaptive)
- General Terms-UK
- General Terms Spanish
- General Terms-US
- Place Names-UK
- Place Names-US

Typing
- Split Screen Typing Test US – Form 1
- (Simulation)
- Typing Test 1-AUS (Simulation)
- Typing Test 2-AUS (Simulation)
- Typing Test 3-AUS (Simulation)

BUSINESS

General skills
- Business Communication (Adaptive)
- Business Concepts (U.S.) (Adaptive
- Business Ethics Awareness (U.S.) (Adaptive)
- Internet Research Techniques and Resources (U.S.) (Adaptive)
- Information Security Awareness (Adaptive)
- Interpersonal Communication (Adaptive)
- Presentation Skills (Adaptive)
- Time Management (U.S.) (Adaptive)
- Workplace Fundamentals (U.S.) (Adaptive)

Management
- Business Process Reengineering (Adaptive)
- Change Management (U.S.) (Adaptive)

Marketing
- Marketing Concepts (Adaptive)
- Marketing Strategy (Adaptive)

CONTACT / CALL CENTRE
- Contact Centre Retention Predictor
- Contact Centre Virtual Scenario (Simulation)
- Collections Scenario (Simulation)
- Credit Control Scenario (Simulation)
- Sales Aptitude Call Centre Sales – UK
- Basic Simulation (Simulation)
- CRM Navigation (Simulation)
- Customer Care Simulation (Simulation)
- Expanded Simulation (Simulation)

FINANCE
- Accounts Payable-US
- Accounts Payable - AUS
- Accounts Payable-UK
- Accounts Payable Fundamentals (Adaptive)
- Accounts Receivable-US
- Accounts Receivable-AUS
- Accounts Receivable-UK (R1)
- Accounts Receivable/Billing Fundamentals (Adaptive)
- Bookkeeping-US
- Bookkeeping-AUS
- Bookkeeping-UK
- Bookkeeping Fundamentals-US (Adaptive)
- Financial Accounting-US (Adaptive) Financial Analysis-US (Adaptive)
- Financial Management-US (Adaptive)
- General Accounting-US (R1)
- General Accounting-AUS
- General Accountancy-UK
- Handling Money – US
- Payroll Fundamentals-US (Adaptive)
- Payroll/Payroll Tax Reporting-US
- Peachtree Accounting 2002 (Simulation)
- Peachtree Accounting 2002-Essentials (Simulation)

FINANCE continued

- QuickBooks 2002 (Simulation)
- QuickBooks 2002-Essentials (Simulation)

HEALTHCARE

Billing / Coding
- Dental Surgery Billing and Coding
- Family Practice Billing and Coding (ICD-9)
- Family Practice Billing and Coding (R2)
- ICD-9 and CPT Coding (Hospital) (Adaptive)
- OBGYN Billing and Coding
- Orthopedic Billing and Coding
- Pediatric Billing and Coding
- Pharmacology Billing and Coding
- Surgery Billing and Coding
- Vision Billing and Coding

Clerical Skills
- Medical Office Skills (U.S.) (Adaptive)

Terminology
- Dental Terminology
- Family Practice Terminology (R1)
- First Aid Core Knowledge
- Medical Terminology (Adaptive)
- OBGYN Terminology
- Orthopedic Terminology
- Pediatric Terminology
- Pharmaceutical Terminology-US (Adaptive)
- Pharmacology Terminology
- Surgery Terminology
- Vision Terminology

Spelling
- Dental Spelling-Multiple Choice
- Dental Spelling-Short Answer
- Family Practice Spelling-Multiple Choice
- Family Practice Spelling-Short Answer
- OBGYN Spelling-Multiple Choice
- OBGYN Spelling-Short Answer
- Orthopedic Spelling-Multiple Choice
- Orthopedic Spelling-Short Answer
- Pediatric Spelling-Multiple Choice
- Pediatric Spelling-Short Answer
- Pharmacology Spelling-Multiple Choice
- Pharmacology Spelling-Short Answer
- Surgery Spelling-Multiple Choice
- Surgery Spelling-Short Answer
- Vision Spelling-Multiple Choice
- Vision Spelling-Short Answer

Transcription
- Chart Notes Transcription – Female Voice
- (Simulation)
- Chart Notes Transcription – Male Voice
- (Simulation)
- Consultation Report Transcription
- (Simulation)
- Operation Report Transcription (Simulation)

HUMAN RESOURCES

- Behavioral Interviewing (U.S.) (Adaptive)
- Diversity Awareness (U.S.) (Adaptive)
- HIPAA (Privacy) (Adaptive)
- HIPAA (Security) (Adaptive)
- Human Resources Concepts (U.S.) (Adaptive)
- Interviewing and Hiring Concepts (U.S.) (Adaptive)
- Sexual Harassment Awareness (U.S.) (Adaptive)
- Training Delivery and Evaluation (Adaptive)
- Training Development (Adaptive)

INFORMATION TECHNOLOGY

Database Administration and Design
- Crystal Reports 9 (Adaptive)
- Data Warehousing Concepts (Adaptive)
- DB2 Administration (OS390) (Adaptive)
- DB2 Administration (UDB) (Adaptive)
- DB2 Programming (Adaptive)
- IMS 6.0 (Adaptive)
- Informatica PowerMart/PowerCentre 6.2.1
- (Adaptive)
- Microsoft Access 2000 Programming
- (Adaptive)
- Multiple Virtual Storage (MVS) (Adaptive)
- Oracle 8.0 Administration (Adaptive)
- Oracle 8i Administration (Adaptive)
- Oracle 9i – Administration (Adaptive)
- Oracle 10g Administration (Adaptive)
- Oracle Developer 2000 (Adaptive)
- Oracle Forms 6.0 (Adaptive)
- RDBMS Concepts (Adaptive)
- VSAM (Adaptive)

Engineering Applications
- AutoCAD 2000 (U.S.) (Adaptive)
- AutoCAD 2004 (U.S.) (Adaptive)
- Computer Electronics (Adaptive)

Financial and HR Applications
- Oracle Financials Rel 11 (Adaptive)

Internet Development and Administration
- .NET Framework (Adaptive)
- .NET Framework Fundamentals (Adaptive)
- Active Server Pages (Adaptive)
- ADO.NET (Adaptive)
- CSS2 (Adaptive)
- Dynamic HTML (Adaptive)
- HTML 4.0 (Adaptive)
- Internet Security Concepts (Adaptive)
- Internet Technology Fundamentals (Adaptive)
- Java Server Pages (JSP 1.1) (Adaptive)
- Java Server Pages (JSP 1.2) (Adaptive)
- Java Server Pages (JSP 2.1) (Adaptive)
- Java 2 Platform Enterprise Edition (J2EE) (Adaptive)

Internet Development and Administration continued

- Java 2 Platform Enterprise Edition (J2EE) 1.4 (Adaptive)
- Java 2 Platform Enterprise Edition (J2EE) 1.4
- Fundamentals (Adaptive)
- Java 2 Platform MicroEdition (J2ME (Adaptive)
- Javascript (Adaptive)
- Javascript 1.5 (Adaptive)
- Javascript 1.5 Fundamentals (Adaptive)
- Microsoft Windows Internet Explorer 6.0 (Adaptive)
- Administration SOAP (Adaptive)
- SOAP (Adaptive)
- Struts 1.2.x (Adaptive)
- Web Design Concepts (Adaptive)
- Web Design for Accessibility (Adaptive)
- Web Development Concepts (Adaptive)
- Web Server Administration (Adaptive)
- Web Services Application Engineering (Adaptive)
- Web Services Concepts (Adaptive)
- XHTML 1.1 (Adaptive)
- XML (Adaptive)
- XML Concepts (Adaptive)
- XSL (Adaptive)

Management

- Disaster Recovery and Planning (Adaptive)
- E-Commerce Concepts (Adaptive)
- ERP Concepts (U.S) (Adaptive)
- Information Technology Terminology (Adaptive)
- ITIL Concepts (Adaptive)
- J.D. Edwards OneWorld Report Design (ERW) (Adaptive)
- Project Management (Adaptive)
- Project Management (2000) (Adaptive
- Project Management (2005) (Adaptive)
- SEI Capability Maturity Model Implementation (Adaptive)
- Software Business Analyst (Adaptive)

Network and Systems Administration

- Apache 1.3.12 Administration (Adaptive)
- Apache 2.0 Administration (Adaptive)
- BEA WebLogic Application Server 8.1 (Adaptive)
- Cellular Technology (Adaptive)
- Check Point FireWall-1 Administration (Adaptive)
- Cisco Network Design (Adaptive)
- Cisco Network Support (Adaptive)
- Cisco Router Fundamentals (Adaptive)
- Citrix Administration (Adaptive)
- Client/Server Concepts (Adaptive)
- Computer Forensics (Adaptive)
- Computer Telephony Integration (CTI) (Adaptive)
- Electronic Data Interchange (EDI) (Adaptive)
- Embedded Systems Concepts (Adaptive)

- Fiber Optics (Adaptive)
- Firewall Administration Concepts (Adaptive)
- Information Technology Security Fundamentals (Adaptive)
- IP Routing & Switching (Adaptive)
- Java 2 Non-GUI (Adaptive)
- LAN/WAN Communications (Adaptive)
- Linux Administration (General) (Adaptive)
- Linux Administration (Red Hat) (Adaptive)
- Linux Administration (Red Hat 9) (Adaptive)
- Linux Administration (SuSe) (Adaptive)
- Lotus Notes 4.0 Administration (Adaptive)
- Microsoft Exchange Server 2000 Administration (Adaptive)
- Microsoft Exchange Server 2003 Administration (Adaptive)
- Microsoft Internet Information Server 5.0 Administration (Adaptive)
- Microsoft ISA Server 2000 Administration (Adaptive)
- Microsoft SQL Server 2000 Administration (Adaptive)
- Microsoft SQL Server 2000 Programming (Adaptive)
- Microsoft SQL Server 2005 Programming (Adaptive)
- Microsoft Windows 2000 Active Directory (Adaptive)
- Microsoft Windows 2000 Desktop Administration (Adaptive)
- Microsoft Windows 2000 Server Administration (Adaptive)
- Microsoft Windows 2003 Active Directory (Adaptive)
- Microsoft Windows NT 4.0 Administration (Adaptive)
- Microsoft Windows Server 2003 Administration (Adaptive)
- Microsoft Windows XP Desktop Administration (Adaptive)
- MySQL 3.23 Administration (Adaptive)
- Network Authentication (Adaptive)
- Network Monitoring (Adaptive)
- Network Security (Adaptive)
- Networking Concepts (Adaptive)
- Novell NetWare 5.0 Administration (Adaptive)
- OS/400 (Adaptive)
- People Tools 8.4 (Adaptive)
- Siebel 2000 Administration (Adaptive)
- Sybase 12.5 Administration (Adaptive)
- Systems Analysis (Adaptive)
- TCP/IP Administration (Adaptive)
- Unix Administration (General) (Adaptive)
- Unix Administration (AIX) (Adaptive)
- Unix Administration (HP) (Adaptive)
- Unix Administration (Solaris) (Adaptive)Unix Administration (Solaris 8) (Adaptive)
- Unix Administration (Solaris 9)Voice over Internet
- Protocol (VoIP) (Adaptive)
- WAN Technologies (Adaptive)
- Windows Application Program Interface

INFORMATION TECHNOLOGY continued

Programming Languages and Application Development

- ABAP (Adaptive)
- ASP.NET (Adaptive)
- ASP.NET 2.0 (Adaptive)
- ASP.NET Fundamentals (Adaptive)
- Assembly Language (Adaptive)
- Bash Shell Scripting (Adaptive)
- C (Adaptive)
- C# (Adaptive)
- C# Fundamentals (Adaptive)
- C# 2.0 (Adaptive)
- C++ (Adaptive)
- C++ Fundamentals (Adaptive)
- CICS (Adaptive)
- COBOL I (ANSI 74) (Adaptive)
- COBOL II (Adaptive)
- Cognos Development (Adaptive)
- COM/DCOM (Visual Basic) (Adaptive)
- CORBA 2.3 C++ (Adaptive)
- Data Modeling Concepts (Adaptive)
- Delphi 6.0 (Adaptive)
- Delphi 6.0 Fundamentals (Adaptive)
- Java – EJB (Adaptive)
- Java – EJB 2.0 (Adaptive)
- Java 2 – EJB 2.0 Fundamentals (Adaptive)
- Java 2 – GUI (Adaptive)
- Java 2 (Adaptive)
- Java 2 Fundamentals (Adaptive)
- Java 5 (Adaptive)
- Java 5 Fundamentals (Adaptive)
- Java XML Technologies (Adaptive)
- JCL (Adaptive)
- Linux Programming (General) (Adaptive)
- LoadRunner 7.x (Adaptive)
- Lotus Domino R5 Programming (Adaptive)
- LotusScript R5 Programming (Adaptive)
- Natural (Adaptive)
- OO Concepts (Adaptive)
- OO Design Patterns (Adaptive)
- Oracle PL/SQL (Adaptive)
- Perl (Adaptive)
- Perl 5.8 (Adaptive)
- PHP 4 (Adaptive)
- PHP 5 (Adaptive)
- PowerBuilder 8.0 (Adaptive)
- PowerBuilder 9.0 (Adaptive)
- Programmer/Analyst Aptitude (Adaptive)
- Programming Concepts (Adaptive)
- Python 2.4 (Adaptive)
- RPG IV (Adaptive)
- SAS 6.0 (Base) (Adaptive)
- SAS 8.2 (Base) (Adaptive)
- Software Configuration Management (Adaptive)
- Software Quality Assurance Software Testing (Adaptive)
- SQL (ANSI) (Adaptive)
- SQL (ANSI) Fundamentals (Adaptive)
- Unified Modeling Language (UML) (Adaptive)
- Unix Korn Shell Scripting (Adaptive)
- Unix Programming (General) (Adaptive)
- VBScript 5.5 (Adaptive)
- Visual Basic 6.0 (Adaptive)
- Visual Basic 6.0 Fundamentals (Adaptive)
- Visual Basic.NET (Adaptive)
- Visual Basic.NET Fundamentals (Adaptive)
- Visual C++ (Adaptive)
- Visual FoxPro 6.0 (Adaptive)
- WebSphere MQ (Adaptive)
- WinRunner 6.0 (Adaptive)

Technical Support

- Computer Technical Support (Adaptive)
- Network Technical Support (Adaptive)
- Technical Help Desk (Adaptive)
- Technical Help Desk (Microsoft) (Adaptive)

LEGAL

- Bankruptcy Law
- Contract Law
- Criminal Law
- General Law
- Legal Audio Transcription (Simulation)
- Legal Research (Adaptive)
- Legal Spelling-Multiple Choice
- Legal Spelling-Short Answer
- Legal Terminology
- Legal Typing
- Legal Vocabulary
- Litigation
- WordPerfect 9.0 for Legal (R1) (Simulation)

LIGHT INDUSTRIAL

- Count and Stack
- Forklift Operator
- Matching
- MIG Welding
- Process Monitoring – Supervised
- Production Problem Solving - Supervised
- Rough Carpentry
- Ruler Measurement
- Shop Math – Fractions and Decimals

MULTIMEDIA / WEB DESIGN

Multimedia

- 3D Studio MAX (Adaptive)
- Adobe Illustrator 8.0 (Adaptive)
- Adobe Illustrator CS (Adaptive)
- Adobe InDesign CS (Adaptive)
- Adobe Photoshop 7.0 (Adaptive)
- Adobe Photoshop CS (Adaptive)
- CorelDRAW 9.0 (Adaptive)
- Flash MX (Adaptive)
- Flash MX 2004 (Adaptive)
- Macromedia Director 8 (Adaptive)

Web Design

- Adobe PageMaker 6.5 (Adaptive)
- ColdFusion 5 (Adaptive)
- ColdFusion MX (Adaptive)
- Dreamweaver MX (Adaptive)
- Dreamweaver MX 2004 (Adaptive)
- Microsoft Front Page 2000 (Adaptive)
- Microsoft Publisher 2000 (Adaptive)
- Quark XPress 4 (Adaptive)

PRIMARY SKILLS

- Basic Arithmetic-UK
- Business Math (Adaptive)
- Business Vocabulary-UK
- Business Vocabulary-US
- Classifying and Coding-UK
- Classifying and Coding-US (R1)
- Filing-Names (R1)
- Filing-Numbers
- Following Instructions-UK (R1)
- Following Instructions-US (R2)
- Math – Basic Skills – US
- Math – Intermediate Skills - US
- Math Problem Solving-US
- Math Problem Solving - AUS
- Mathematical Problem Solving-UK
- Math Fundamentals (Adaptive)
- Math Fundamentals (Metric) (Adaptive)
- Paraprofessional
- Proofreading-UK
- Proofreading-US
- Reviewing Forms-UK
- Reviewing Forms-US (R1)
- Verbal Reasoning-US (R1)
- Verbal Reasoning-UK
- Verbal Reasoning-AUS
- Visual Comparison-UK
- Visual Comparison-US

SOFTWARE SKILLS

MS Internet Explorer
- Internet Explorer 6 (Simulation)
- Internet Explorer 6-Essentials (Simulation)
- Microsoft Internet Explorer 6.0 Fundamentals (Adaptive)

MS Office 97
- Microsoft Access 97 (Simulation)
- Microsoft Access 97-Essentials (Simulation)
- Microsoft Excel 97 (Simulation)
- Microsoft Excel 97-Essentials (Simulation)
- Microsoft PowerPoint 97 (Simulation)
- Microsoft PowerPoint 97-Essentials (Simulation)
- Microsoft Word 97 (Simulation)
- Microsoft Word 97-Essentials (Simulation)

MS Office 2000
- Microsoft Access 2000 (Simulation)
- Microsoft Access 2000-Essentials (Simulation)
- Microsoft Excel 2000 (Simulation)
- Microsoft Excel 2000-Essentials (Simulation)
- Microsoft Outlook 2000 (R1) (Simulation)
- Microsoft Outlook 2000-Essentials (R1) (Simulation)
- Microsoft PowerPoint 2000 (Simulation)
- Microsoft PowerPoint 2000-Essentials (Simulation)
- Microsoft Project 2000 (Simulation)
- Microsoft Word 2000 (Simulation)
- Microsoft Word 2000-Essentials.(Simulation)

MS Office XP
- Microsoft Access 2002 (Simulation)
- Microsoft Access 2002-Essentials (Simulation
- Microsoft Word 2002 (R1) (Simulation)
- Microsoft Word 2002-Essentials (Simulation)
- Microsoft Access 2002 Fundamentals (Adaptive)
- Microsoft Excel 2002 (Simulation)
- Microsoft Excel 2002-Essentials (Simulation)
- Microsoft Outlook 2002 (Simulation)
- Microsoft Outlook 2002-Essentials (Simulation)
- Microsoft PowerPoint 2002 (Simulation)
- Microsoft PowerPoint 2002-Essentials (R1) (Simulation)
- Microsoft Word 2002 (R1) (Simulation)
- Microsoft Word 2002-Essentials (Simulation)

MS Office 2007
- Microsoft Word 2007 (Adaptive)

MS Office 2003
- Microsoft Access 2003 (Adaptive)
- Microsoft Access 2003 Fundamentals (Adaptive)
- Microsoft Excel 2003 – Essentials (Simulation)
- Microsoft Excel 2003 (R1) (Simulation)
- Microsoft Excel 2003 (Adaptive)
- Microsoft Excel 2003 Fundamentals (Adaptive)
- Microsoft Office 2003 Fundamentals (Adaptive)
- Microsoft Outlook 2003 (Simulation)
- Microsoft Outlook 2003 Fundamentals (Adaptive)
- Microsoft PowerPoint 2003 (Simulation)
- Microsoft PowerPoint 2003 (Adaptive)
- Microsoft PowerPoint 2003 Fundamentals
- (Adaptive)
- Microsoft Word 2003 – Essentials (Simulation)
- Microsoft Word 2003 (Simulation)
- Microsoft Word 2003 (Adaptive)
- Microsoft Word 2003 Fundamentals (Adaptive)

Operating Systems
- Microsoft Windows 2000 (Simulation)
- Microsoft Windows 2000 – Spanish (Simulation)
- Microsoft Windows 98 (Simulation)
- Microsoft Windows XP (Simulation)
- Microsoft Windows XP-Essentials (Simulation)

Other Applications
- Basic Computer Literacy (Simulation)
- Basic Computer Literacy – French Canadian(Simulation)
- Computer Fundamentals – Mac OS 8.6 (Adaptive)
- Computer Fundamentals – Mac OS X (Adaptive)

Other applications Continued

- Computer Fundamentals – Mac OS X 10.4
- (Adaptive)
- Computer Fundamentals (Win 2000) (Simulation)
- Computer Fundamentals (Win XP) (Simulation)
- Computer Literacy -Windows XP (Adaptive)
- French Basic Computer Literacy (Simulation)
- Lotus 1-2-3 97 (Simulation)
- Lotus 1-2-3 97-Essentials (Simulation)
- Macintosh OS X 10.2 Desktop Admini-stration
- (Simulation)
- Microsoft Project 2002 (Simulation)
- Word Pro 9.0 (Simulation)
- Word Pro 9.0-Essentials (Simulation)
- Word Processing Fundamentals (Simulation)
- WordPerfect 8.0 (Simulation)
- WordPerfect 8.0-Essentials (Simulation)
- WordPerfect 9.0 (R1) (Simulation)
- WordPerfect 9.0 (R1) – Essentials (Simulation)