



# UNDER THE UMBRELLA








ASSESS | RECRUIT | MANAGE | DEVELOP

UK: 0333 333 2270 | [www.skillsarena.com](http://www.skillsarena.com)

# Welcome to Skillsarena

We help you make confident, informed hiring and development decisions, increasing right first time employment, reducing cost of hire and improve employee retention.

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# Our quantifiable promise

We strive to be fair, honest, positive and creative.

Established in 2001 our business is flexible, adaptable and reactive. As are our products.



# What we bring

We create and develop highly configurable online tests and training modules designed to measure and provide evidence of candidate and staff workplace skills.




**SKILLS TESTING**

*Verify candidate skills through hundreds of online assessments.*



**PROFILE**

*Online psychometrics deliver powerful, detailed insight.*



**ONLINE LEARNING**

*Centralised content delivered in bite sized modules.*



**TEAM SURVEY**

*Gain feedback with scoring and confidential options.*



**360 REVIEW**

*Review individuals from multiple perspectives.*

# Our ethos has always been, and remains

To deliver a level of customer experience that sets us apart from competitors and to do this with courtesy and respect.

At no additional cost you will benefit from:



Review of your current recruitment processes



Named UK Relationship Manager



UK support for you and your candidates



Direct access to the team - *no answer phones, ticketing system or call routings*



Unlimited product training, ensuring staff are kept proficient maximising ROI



Unlimited report downloads

# All summed up

**Skillsarena provide powerful online tools that support your talent management. We help you make confident, informed hiring and development decisions, increasing right first time employment, reducing cost of hire and improving employee retention.**

Our products are tried and tested, highly flexible and reliable.

We work with small, local businesses and global corporations alike with a 95% renewal rate. We are a supportive, available team and you will work with consistent single points of contact.

We are ethical, flexible and highly responsive.

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**Its all about people...our best asset, our largest overhead, our greatest opportunity.**

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# Working with us

Our business is built on the relationships we establish with our customers and the support and value we bring.



# A genuine team

Enjoy working with a UK based, highly experienced team, who are passionate about what we do.



**JAN JOSLIN**  
*Business Solutions  
Director*



**VICKI MANN**  
*Head of Customer  
Experience*



**CHRIS BEDFORD-GAY**  
*Products Director*



**JASON PIERCE**  
*Chief Executive Officer*



**JOHN ENGLISH**  
*Head of Commercial  
& Finance*



## A system for success

The results our clients enjoy, in tangible savings, secured through improved employment, staff retention and development are how we measure our success.

*“Skillsarena have given us a fresh perspective on our workforce and the motivation to build upon attracting the right people through an engaging employer brand.”*

...

**Alison Tookey**  
Employee Relations Advisor  
Home Retail Group

*“Since engaging Skillsarena, the team and their assessments, we now have the evidence to ensure the candidates we interview have the skills needed to perform the job.”*

...

**Alan Blake**  
Managing Director  
Secom Plc

*“Choosing Skillsarena was the best business decision we made, the system is slick and easy to use, our business processes are faster and I recommend the company when speaking to others about their recruitment problems.”*

...

**Avis Rhodes**  
Head of Customer Contact Centre  
Family Mosaic

# Our testing products

## Making the invisible, visible

Our online skills tests deliver real-time results; make your recruitment process less painful; enable you to select, develop and retain valued staff.



# What we measure

Real-time results with hundreds of work-based assessments, available at fundamental through to professional level and aligned to educational standards.



CORE SKILLS



VALUES  
& ATTITUDE



SITUATIONAL  
JUDGEMENT



PERSONALITY  
& MOTIVATION



VERBAL & NUMERIC  
REASONING



MICROSOFT  
SIMULATIONS



ROLE-BASED  
SIMULATION

# Your benefits

Our cloud based solution means there are no software installs and within an hour you can be enjoying these benefits.



**OBJECTIVE DECISION  
MAKING**



**THE ABILITY TO RECRUIT  
RIGHT FIRST TIME**



**REDUCED MANAGEMENT  
OVERHEAD**



**REDUCED TRAINING  
CYCLE**



**INCREASED EMPLOYEE  
RETENTION**



**CONFIDENCE  
AND EVIDENCE**

# Test comprehensive

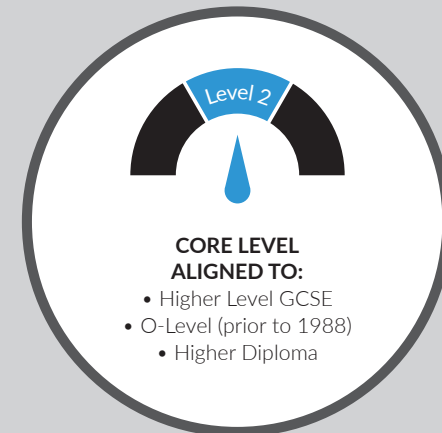
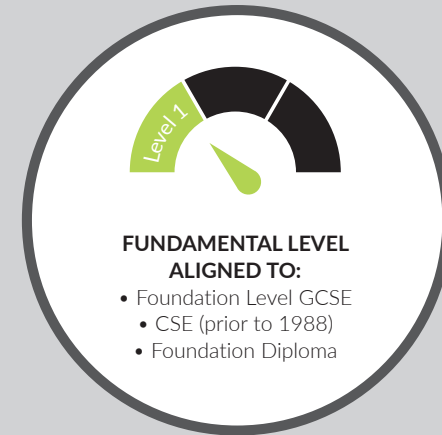
Randomised or fixed questions from the largest question pool on the market, regularly “refreshed” and designed with business language and the candidate in mind.



# Levels

Tests have multiple difficulty options enabling you to assign at a level appropriate for the role.

Tests within Numeracy and Literacy are aligned to educational standards and some have different subject topics.



# Fact sheets

As part of your support we will of course advise you, but for reference each test comes with it's own fact sheet, summarising the test configuration and content.

## TEST FACT FILES

Our fact files provide you with detailed test information

**VERBAL REASONING TEST**

skillsarena®  
recruit with confidence

**OVERVIEW**

Designed to test an individual's ability to utilise a wide range of verbal reasoning skills. Candidates are required to answer questions on the following areas: letter sequences, deductive reasoning dilemmas, reading comprehension and analogy. Questions are presented in a variety of formats including: true or false statements, multiple choice questions and questions with manual entry answers. This test has progressive difficulty with questions becoming harder as a candidate progresses through the test.

Candidates are presented with 30 questions to complete in 30 minutes. The first 10 questions are at Fundamental level, questions 11 to 20 are at Core level and the final 10 questions are at Professional level. The candidate's responses are automatically marked and a point is awarded for each correctly answered question. Skipped questions or those that are not taken will result in no point being awarded.

Sample question  
Core level

**SKILLS MEASURED:** MENTAL AGILITY | DEDUCTION | LATERAL THINKING | LOGIC & REASONING | VERBAL COMPREHENSION

**TEST DETAILS**

- PRACTICE TEST AVAILABLE
- PROGRESSIVE DIFFICULTY
- FIXED QUESTION ORDER
- 30 MINUTES ALLOWED
- 30 QUESTIONS PRESENTED
- 30 QUESTIONS IN POOL

**COMPLEMENTARY TESTS:** READING COMPREHENSION | NUMERICAL REASONING | VOCABULARY

**FUNDAMENTAL Questions 1-10**

At this level candidates are required to deduce from the information shown, an answer from the multiple-choice selections available.

A candidate taking the Fundamental level of a test is expected to have subject knowledge aligned to a foundation-level GCSE graduate.

**CORE Questions 11-20**

At this level candidates are required to solve more complex problems and are given an answer box to manually enter an answer.

A candidate taking the Core level of a test is expected to have subject knowledge aligned to a higher-level GCSE graduate.

**PROFESSIONAL Questions 21-30**

At this level candidates are required to solve problems which require advanced logic and deduction abilities and are given an answer box to manually enter an answer.

A candidate taking the Professional level of a test is expected to have subject knowledge aligned to an A-Level graduate.

TEST | EVIDENCE | RECRUIT

UK: 0333 333 2270 | INTL: +44 20 3693 2200 | www.skillsarena.com

# Reporting

Powerful reporting exportable to PDF and Excel allows you to configure what data is presented



## TEST SUMMARY

Provides all the core details of the test along with the raw % score and the Percentile Rank for the Candidate.

## BREAKDOWN

Provides you with each question the candidate has been asked, the action taken, score and more.

**DETAILED SUMMARY**

**QUESTION 1/30**

Please read the following text and answer the question which follows. Answer the question according to only the information contained within the text.

During the Summer holidays many hospitality companies feel the pressure of increased demand and require extra part time staff on temporary contracts.

Full-time staff are allowed to use paid holiday leave during the Summer holidays. They often prefer to take a break from work during the busy Summer period. Part-time staff employed on temporary contracts can gain experience with the company, increasing their likelihood of gaining full-time employment at the end of the holiday period. Whilst on a temporary part-time contract, staff entitlements and benefits compared to full-time staff benefits, may differ. Typically affected can be items such as annual bonuses, paid holiday leave or paid medical leave.

The following statement is correct:

"Part-time staff are able to cover the workload of full-time staff on holiday leave."

**ANSWER GIVEN**

- True
- False
- Insufficient information

QUESTION TAKEN	QUESTION VIEWS	TIME ON QUESTION	SCORE
	1	00:00:30	0

QID	QID type	Question	Subject	Category	out of	Marked as Done
1572	O.S.A	candidate@exam.com, the delivery truck leaves the depot for a trip of 147 m	Fundamental	N/A	1	0
1573	O.S.A	candidate@exam.com, a saloon car has a full tank capacity of 13.4 gallons.	Fundamental	N/A	1	0
1576	T.W.A	An aircraft has 24 1st class passengers, 126 economy class passengers and	Fundamental	N/A	1	1
1578	O.S.A	candidate@exam.com, the job requires buying a paper for \$0.005 per	Fundamental	N/A	1	1
1555	O.S.A	candidate@exam.com, the department has earned a bonus of 10,000 to be	Fundamental	N/A	1	1
1559	Multiple-choice	candidate@exam.com, if the entry prices for a cinema are: Adults \$3.00; Child	Fundamental	N/A	1	1
1417	O.S.A	candidate@exam.com, she is trying to drive a ball with a constant for	Fundamental	N/A	1	1
1411	O.S.A	candidate@exam.com, the job requires buying a paper for \$0.005 per	Fundamental	N/A	1	1
1574	Multiple-choice	candidate@exam.com, to produce its product the company uses three types	Fundamental	N/A	1	0
1519	O.S.A	candidate@exam.com, a rectangular table has recently been delivered to the	Fundamental	N/A	1	1
1414	Multiple-choice	candidate@exam.com, the airline has eight flights to each city. The	Fundamental	N/A	1	1
1558	O.S.A	candidate@exam.com, an HSV ferry has a full load carrying 30000	Fundamental	N/A	1	0
<b>Correct Total</b>					<b>12</b>	<b>50%</b>

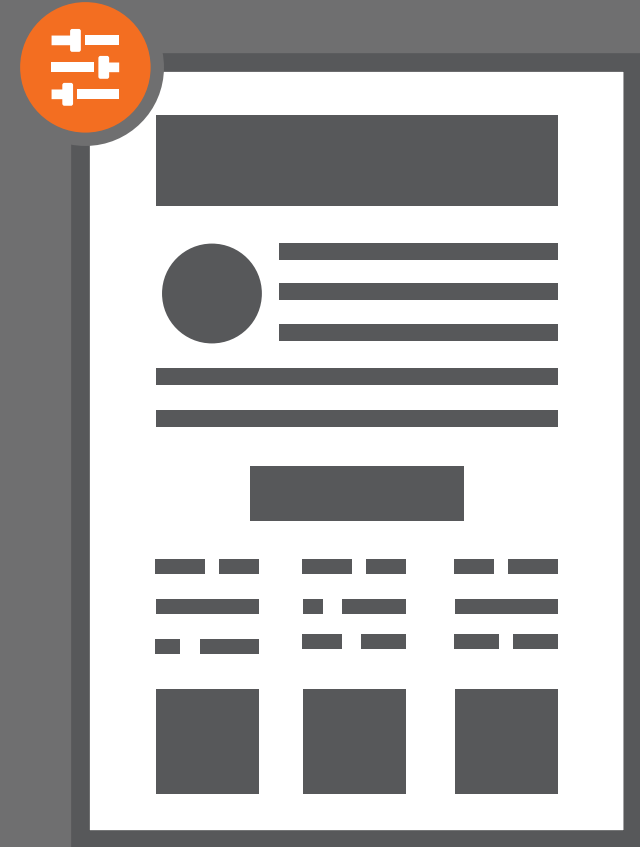
## EXPORT TO PDF OR EXCEL

Compare and analyse lots of candidates, create charts and graphs.



# Tailor our tests for your needs

Test tailoring enables you to adjust our pre-built tests for your specific requirements. This gives you the ability to adapt and manage a pre-built solution to fit your needs.



MODIFY  
QUESTIONS



ADJUST  
TIMINGS



ADJUST  
DIFFICULTY



ADD  
CONTENT



ADD  
AUDIO



# Create your own tests

Have the complete freedom to create your own tests for your specific requirements. This service gives you complete test format freedom and the ability to create and manage a tailored solution to fit your needs.



CONVERT PAPER  
TO ONLINE



TRUE OR  
FALSE



MARK THE  
ERRORS



MULTIPLE  
CHOICE



Q & A



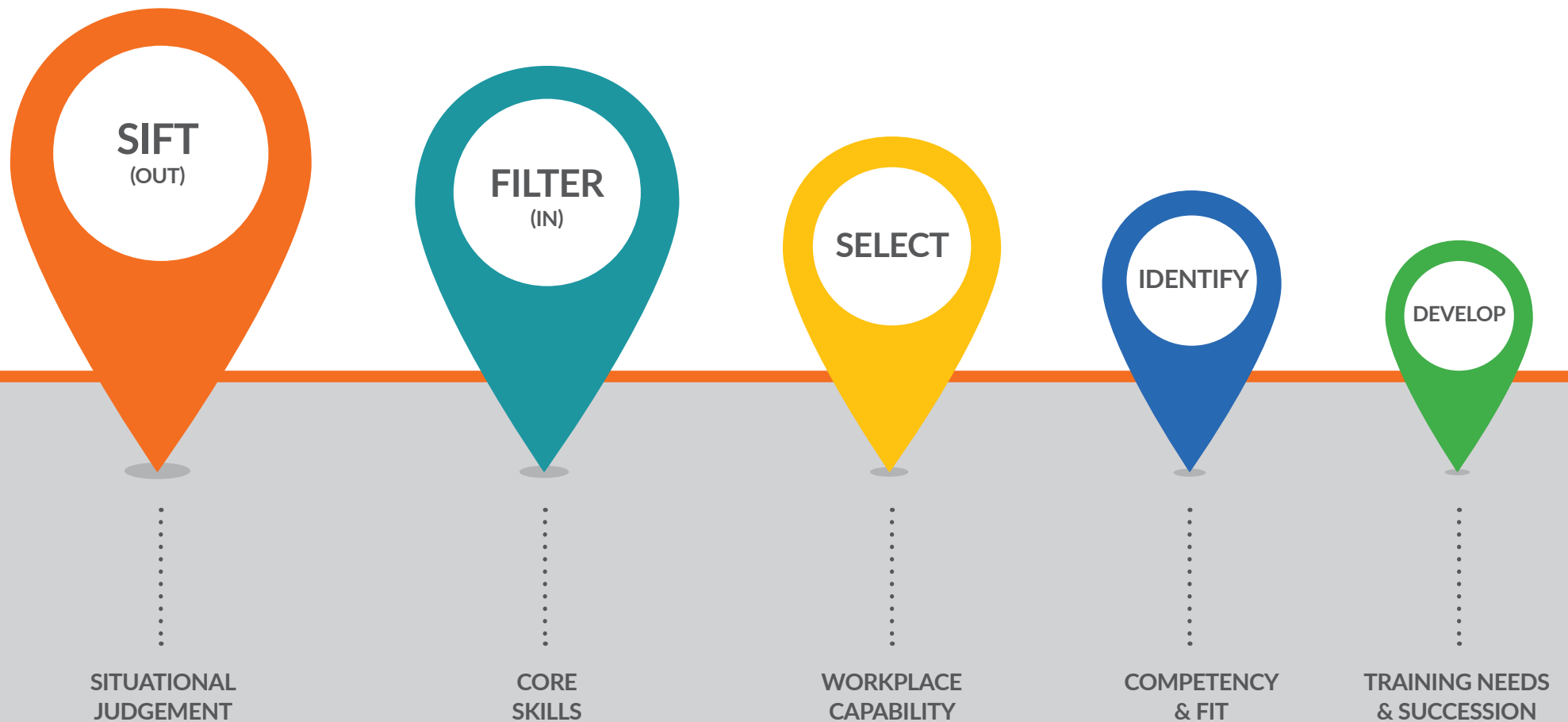
# The golden process | **Recruitment**

The proven process for recruitment success.



# Right first time recruitment

The suite of testing products available to you will enable you to follow this simple but very effective process.



# Character DNA

The key to understanding behaviour, motivation, fit and more...

Our Personality Profile allows individuals to see how their personality drives aspects of their behaviour.



# What it measures

How different personalities deal with different things in day to day work or life, or more specific things such as communication.



OVERVIEW OF YOUR  
PERSONAL STYLE



STRENGTHS



DEVELOPMENT POINTS



EFFECTIVE & INEFFECTIVE  
COMMUNICATION

# Your benefits

Visualising individuals and teams is a simple and highly effective way to understand, influence and communicate clearly.



**UNDERSTAND  
YOURSELF**



**UNDERSTAND YOUR TEAM**



**IMPROVE RELATIONSHIPS**



**VALUE DIFFERENCES**



**IMPROVE  
COMMUNICATION**

# The colours

We use colour to describe the main four psychological types in order to bring the psychology to life and give an easy-to-use, practical, everyday application that everyone can understand.



**RED- EXTRAVERTED  
THINKING PREFERENCE**



**YELLOW- EXTRAVERTED  
FEELING PREFERENCE**



**GREEN- INTROVERTED  
FEELING PREFERENCE**



**BLUE- INTROVERTED  
THINKING PREFERENCE**

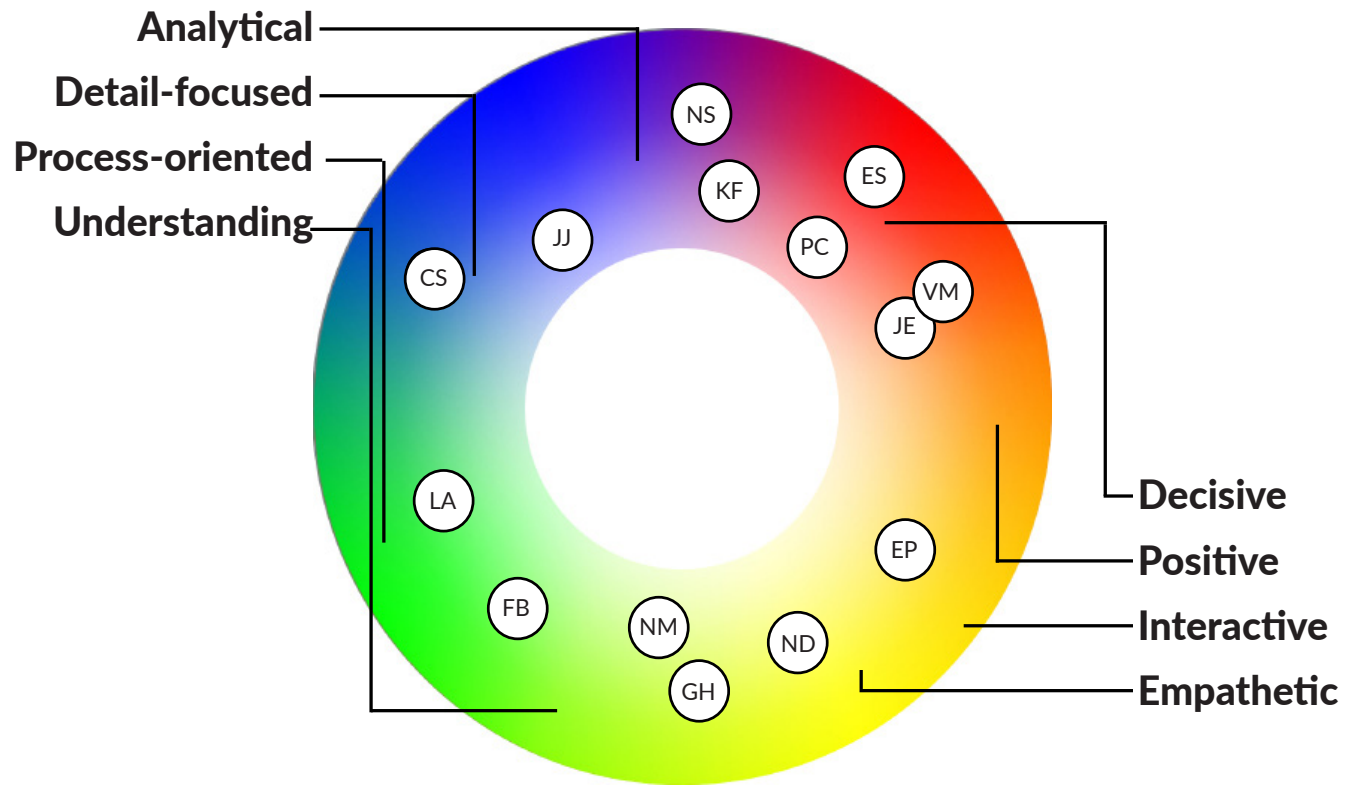


# The wheel

It displays a clear picture of people's strengths, weaknesses, working style and how these all fit together to produce a team that work effectively.



Individuals are positioned on the Character DNA 'wheel' to show how they work most effectively. If a whole team were to complete the report, their results can be displayed in a graphical analysis to show strengths and weaknesses within a team, and how best to communicate with each other.



# 360 Review

A view from every angle...invaluable

A survey of performance focused on the individual and rated by their peers, customers and managers is invaluable at appraisal.



# What it measures

A 360 feedback questionnaire asks each respondent the same set of questions about the person's performance. Most questionnaires are based on a set of competencies or behaviours and the questions measure how well the person performs in these areas.



**RATED SCALE  
QUESTIONS**



**FREE TEXT  
ANSWERS**



**ANONYMOUS  
FEEDBACK**



**RESPONSES COLLATED  
INTO A SINGLE  
REPORT**

# Your benefits

Traditional feedback is typically top down, whereas 360 allows other members of staff to express their feelings too. Participants can obtain feedback on performance from different sources at various levels within the organisation.



PERFORMANCE  
REVIEW FROM ALL  
ANGLES



STRENGTHS &  
WEAKNESSES



UNBIASED OPINIONS



CUSTOMER FEEDBACK

# What you gain

When a 360 Review is combined with a self-assessment, it gives a comprehensive review of performance from all angles, giving participants a rounded idea of their strengths and weaknesses.



# The Surveys

The best way to find out how employees feel about the company

## Company Survey

Our company surveys are the most effective way to find out how employees are feeling about the organisation. Research shows a direct link between happy employees and profitable companies.

## Employee Engagement Survey

Employee engagement surveys allow you to understand how employees feel about different areas of the business, giving you the information to make informed decisions.



# What they measure

The most effective way to understand how employees feel about the organisation is simply to ask them. Our easy to use online questionnaire's can collate all your employees thoughts in one place.



UNDERSTAND  
YOUR TEAM  
OPINIONS



GAUGE  
EMPLOYEE  
ENGAGEMENT



MEASURE  
EMPLOYEE  
SATISFACTION



GATHER NEW  
IDEAS



# Your benefits

Engaged employees bring a host of benefits to a company.



A HAPPIER  
WORKFORCE



ATTRACT HIGH QUALITY  
CANDIDATES FOR  
FUTURE



INCREASE  
CUSTOMER  
SATISFACTION



REDUCE STAFF  
TURNOVER

# Tailor the Surveys for your needs

As every business is different some of the questions may not be relevant to you and there may also be more important questions or categories that you would want to include. The surveys can be easily adapted to include the questions that you want to ask your employees, and exclude those that are not relevant.



# Your results

The data collected can be analysed so we can provide results in a clear and understandable format. We can highlight areas where your company is doing well in terms of engagement and where there is room for improvement. Free text questions let employees suggest changes as they complete the survey.



Results can be analysed in four different ways:



BY ROLE



BY LENGTH OF  
SERVICE



BY  
LOCATION



BY  
DEPARTMENT



# Our training products and services

Train and develop your winning team

Providing you with the right tools in order to increase knowledge, retention, productivity and employee engagement.



# The Skillsarena Learning Management Platform

An innovative and intuitive solution that gives companies a modern alternative to the traditional ways of training their team.



**CLOUD-BASED  
LEARNING**



**SECURE  
ACCESS**



**MULTI-PLATFORM  
RESOURCES**



**INTERACTIVE  
LEARNING**



**CUSTOMISE WITH  
YOUR BRAND**

# What we give you

Our online training programs are interactive and adaptable with the flexibility to upload your own content or take advantage of our expertly written courses.



**BITESIZED  
MATERIALS**



**CERTIFICATES FOR  
COMPLETED COURSES**



**LESSON  
TRACKING**



**SELF-PACED  
LEARNING**



**ROBUST  
REPORTING**

# Your benefits

-  REFRESH SKILLS QUICKLY WITH INSTANT COURSE ACCESS TO MEASURE STAFF GROWTH
-  FLEXIBLE LEARNING WITH THE ABILITY TO PAUSE, REWIND AND RESUME A COURSE
-  FOCUS LEARNING ON UNFAMILIAR TOPICS WITH BITESIZED TUTORIALS
-  ACCESS COURSES ONLINE, AT ANYTIME FROM ANYWHERE WITH 12 MONTH UNLIMITED ACCESS
-  CREATE COMPETITION BETWEEN STAFF IN THE FORM OF THE COMPLETION LEADERBOARD
-  UPLOAD POLICY AND PROCEDURES, USER GUIDES AND OTHER MANDATORY DOCUMENTATION FOR DISTRIBUTION



# Microsoft training

Our online Microsoft training enables staff to develop knowledge and skills in the areas they need, increasing productivity and minimising lost costs on traditional training methods.



**ROLE-BASED  
SIMULATION**



**BITESIZED  
MATERIALS**



**STEP BY STEP  
INSTRUCTIONS**



**LESSON  
TRACKING**



**SELF-PACED  
LEARNING**



# Soft skills training

Our online soft skills training courses are written by industry experts, are fully interactive and can be tailored to any organisations company values.



**INTERACTIVE**



**BITESIZED  
MATERIALS**



**STUDENT  
ACTIVITIES**



**LESSON  
TRACKING**



**SELF-PACED  
LEARNING**



SCAN ME



YouTube

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