

WorkKeys Reading for Information Assessment

Reading for Information is skill in reading and understanding work-related instructions and policies. Such material, known as *procedural text*, differs from the explanatory and narrative text on which most reading programs are based. In addition, unlike reading and content-area texts, which are usually organized to make the reading easy to understand, workplace communication is not necessarily designed to be easy to read. It may even be poorly or unclearly written. These differences can affect the skills employees need when they encounter job-related reading tasks. Reading for Information skills included can be loosely grouped into the following four categories:

Choosing Main Ideas or Details

This skill requires selecting the important information and supporting details from a written document. Looking for main ideas and details is a common reading task. But, as mentioned previously, reading texts encountered in the workplace differ from the selections most often used in reading programs. In such programs, the main idea is generally found in the topic sentence at the beginning of a paragraph or occasionally in a concluding sentence. However, written communication found in the workplace is often not constructed in such an organized manner. Consequently, the employee needs to be able to use clues other than placement to identify the main ideas and important details.

Understanding Word Meanings

Although some basic vocabulary is involved in this skill area, the emphasis is on using context to determine specific word meanings. The demands of the workplace progress from the need to know simple words and identify definitions clearly stated in the reading to the need to use the context to determine the meanings of more difficult words. Jargon, technical terminology, and words with multiple meanings are used increasingly as the contexts become more complex.

Applying Instructions

Conveying instructions is the principal purpose of a great deal of workplace communication. Skill in applying instructions involves sequencing and generalizing. As in the other skill areas, the workplace requirements range from the simple to the more complex. As the levels increase, the instructions contain more steps and conditionals are added. At the lower levels, employees need only apply instructions to clearly described situations; at the higher levels, employees must apply instructions to less similar and, eventually, to new situations.

Applying Information and Reasoning

Often, for effective performance of a task, it is necessary for employees to apply information given in workplace communications to similar or new situations, to predict consequences of certain actions, and to understand the reasoning, which may or may not be stated, behind a policy. As in the previous category, employees may be asked to apply information and reasoning to clearly described situations at the lower levels, while, at higher levels, they must apply information and reasoning to similar and then to new situations.

Reading for Information Level 3

Individuals with Level 3 skills understand basic words and can identify main ideas. They understand how and when to follow each step in a set of instructions and can use the instructions in situations that are the same as the one they are reading about. Level 3 materials include simple instructions, company policies, and announcements. They are short and straightforward, and contain basic vocabulary.

Memorandum

TO: All Production Employees
FROM: John Logan, Production Manager
SUBJECT: New Tool Policy

We will be changing from the 5-piece tool kits you each have to a standard set of all 8 tools. Each employee will no longer have a set of tools. Instead, one new tool set will be placed in each workstation's toolbox.

The new tool sets will be put at each station on the 3rd of next month. You must turn in the old tool kit that you have been using to the tool room at that time. You must pay for any tools missing from your tool kit when you turn it in.

You must report any missing tools from the new tool set. Get replacements if necessary. Tools will be sharpened four times a month by maintenance. At other times, take dull tools to the tool room and exchange them for new ones.

1. According to the memo shown, who must report any missing tools?
 - A. Maintenance employees
 - B. Production employees
 - C. The production manager
 - D. The tool room supervisor
 - E. The workstation manager
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To: All Dietary Staff

From: Supervisor

RE: ITEMS TO MAKE WORK A BETTER PLACE

When throwing away empty boxes, please make sure all of them are broken down. Flatten them before throwing them in the dumpster. Our back parking lot was just resurfaced last Friday. It looks very tacky if trash is all over it. Please stack the milk crates neatly by the back door instead of just throwing them on the ground.

Please check in the dish room area for late trays. Break down all trays before going home. Put the napkins in the trash and the silverware in the dishwasher baskets. Put the plates and glasses to be washed in the dishwasher racks. You do not need to turn the dishwasher back on.

2. You work in the kitchen of a hospital. According to the memo shown, where should you put empty milk crates?
 - A. By the back door
 - B. In the dish room
 - C. In the dumpster
 - D. In the milk truck
 - E. Next to the dishwasher

 3. As part of your job in the hospital kitchen, you must clean the trays. According to the memo shown, where should you put the silverware from the trays?
 - A. In the dish room
 - B. In the dishwasher baskets
 - C. In the dishwasher racks
 - D. In the drawer
 - E. In the trash
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Reading for Information Level 4

Individuals with Level 4 skills can apply instructions to situations that are the same as the situations in the reading materials. They can identify cause-effect relationships and understand words that are not defined for them, based on the context. Level 4 materials may include several details or describe processes involving several steps.

Chadwick Senior High School Fire Drill Schedule Notice

After the occurrence of a fire drill on any regular school day, there will be schedule changes to allow the school day to end at its normal time of 3:00 p.m. Fire drills normally last a duration of 15-20 minutes. The period in which the fire drill began is considered finished at the end of the fire drill. When the fire drill is over, an announcement will be made over the P.A. system informing all faculty, staff, and students what period is about to commence, so everyone knows where he or she is supposed to be.

If the fire drill takes place during period 1, then all subsequent periods are 42 minutes long, rather than 45, and bells will ring accordingly. If the fire drill takes place any time during periods 2 through 6, then all subsequent periods will be 40 minutes long and bells will ring accordingly. If the fire drill takes place during the second to last period (7), then the last period (8) will be 38 minutes long and bells will ring accordingly.

1. You are a teacher's assistant at Chadwick Senior High School. According to the notice shown, if a fire drill takes place during period 1, each of the remaining periods will last:
 - A. 20 minutes.
 - B. 38 minutes.
 - C. 40 minutes.
 - D. 42 minutes.
 - E. 45 minutes.
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High Plains Insurance

FROM: James R. Whitney, Chief Executive Officer
TO: Sales Division

You are encouraged to attend a seminar titled “Techniques for Customer Retention” on July 14. It is from 9:00 A.M. to 4:00 P.M. at the Hotel DeMeers. During the noon break, lunch will be served. If you want to eat at the seminar luncheon, bring \$8.50 that day to purchase your meal. You must make that lunch reservation by 3:00 P.M. on July 10. Just contact the Human Resources Division’s Victor Luchetti or Gloria Rogers.

We expect a lot of traffic in our building that morning. Therefore, departments will be released to leave for the seminar at different times. Check your department bulletin board.

Limited parking at the hotel prevents employees from driving individually. Employees attending the seminar should ride the city bus unless they travel in a carpool. We recommend the bus. If you need to carpool, check your department bulletin board. It will have a sign-up sheet for volunteer drivers. The city bus schedule for that day is as follows:

Leaves Tremont St. at 8:22; arrives at the Hotel DeMeers at 8:43.

Leaves Tremont St. at 8:32; arrives at the Hotel DeMeers at 8:51.

Notify your supervisor of any problem that would prevent you from attending.

2. You are planning to carpool to the seminar. According to this memo, how should you determine when to leave?
- A. Ask Gloria Rogers.
 - B. Ask James R. Whitney.
 - C. Ask your supervisor.
 - D. Check the department bulletin board.
 - E. Look at the carpool sign-up sheet.
3. You work in the sales division and will be on a business trip on July 14. According to the memo shown, you should:
- A. check the bulletin board for information about the next seminar.
 - B. tell Gloria Rogers about your business trip.
 - C. tell Victor Luchetti that you will be out of town then.
 - D. tell your supervisor about your travel plans.
 - E. use the sign-up sheet to volunteer for the next seminar.
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Reading for Information Level 5

Individuals with Level 5 skills can apply information from reading materials to new situations that are similar to those described in the materials and they can understand words and phrases with specialized or multiple meanings. Level 5 materials include company policies, procedures, and announcements. All the information in them is stated clearly and directly, but there are many details.

Message

From: Sent: Tuesday, 10:43 AM

To: Attachments:

Subject:

Recent security upgrades to network servers have resulted in some confusion regarding login screens. A procedure for handling the most common occurrence is described below. You may want to print this out so you can refer to it when logged out of the network. To prevent your network login from creating a second login screen, follow this procedure:

At startup, your machine will present your server login screen (how you log in to the network).
Click the More button in the lower right corner of the dialog box.
Four tabs will appear in the extended area of the dialog box. Choose the System tab by clicking on it.
The options in this tab will include one for local username. Enter the username that matches your server account (same as your e-mail, I would expect). Then enter your password in the main dialog box, where it always goes, and log in.

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1. If you follow the steps of this procedure, what situation will you correct?

- A. Being logged out of the network
 - B. Having a second login screen appear
 - C. Having to enter a password
 - D. Logging into an unmatched server account
 - E. Receiving unnecessary attachments
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 *Vision Plus Program* 

All employees and their dependents are entitled to eye care under the Vision Plus Program. Members may visit a participating optometrist or ophthalmologist without getting a referral from your primary care physician. Members should see the Participating Physician Directory for participating optometrists and ophthalmologists in their area. The Vision Plus Program covers routine eye examinations, though there will be a copayment for each exam.

Plan members 50 years of age and over or plan members who wear eyeglasses or contact lenses are eligible to have an eye examination once in every 24-month period, unless they are under the age of 21, in which case the plan covers an eye examination once in every 12-month period. Members who do not wear eyeglasses or contact lenses and who are under the age of 50 are covered once in every 36-month period. Members 50 years of age and over who wear eyeglasses or contact lenses may receive an eye exam once in every 12-month period. Any time you experience eye problems or difficulties, see your primary care physician, who will refer you to an ophthalmologist if deemed medically appropriate. For emergency eye care outside of your primary care physician's regular office hours, follow the guidelines for emergency care as outlined in your Orion Healthcare Benefits Program booklet.

Prescription eyeglasses or contact lenses may be purchased anywhere. Mail your paid receipt to Orion Healthcare to receive up to \$100 in reimbursement. This reimbursement is available once in any 24-month period.

2. You answer the hotline for plan members who have questions about the Vision Plus Program. A 38-year-old plan member calls because she suspects that she has a slight infection in her eye. She does not wear eyeglasses or contact lenses. Based on the policy shown, you should advise the plan member to:
- A. consult her Participating Physician Directory for the name of an ophthalmologist.
 - B. determine how many months have passed since her last eye exam.
 - C. go to the hospital emergency room, as outlined in the benefits program booklet.
 - D. see an ophthalmologist, and expect to make a copayment at that time.
 - E. see her primary care physician.
3. You are a Vision Plus Program member. You have not had your eyes checked in several years. During a routine eye exam, you are told that you need eyeglasses. According to the policy, you should:
- A. apply for reimbursement in 24 months.
 - B. consult the Participating Physician Directory to find an approved vision center.
 - C. find glasses with the correct prescription for no more than \$100.
 - D. mail a request for the \$100 reimbursement to Orion Healthcare.
 - E. purchase the glasses and mail the receipt to Orion Healthcare.
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Reading for Information Level 6

Individuals with Level 6 skills can read and understand complex documents and generalize from the materials to new situations. They can correctly apply complex instructions from these materials and understand the rationale behind policies and procedures described in the materials. Level 6 materials may include complex regulatory and legal documents, and rental agreements.

Section 199.781

- (1) A multiple lift shall only be performed if the following criteria are met:
 - (i) A multiple lift rigging assembly is used;
 - (ii) A maximum of five members are hoisted per lift;
 - (iii) Only beams and similar steel structural members are lifted; and
 - (iv) All employees engaged in the multiple lift have been trained in these procedures.
 - (v) No crane is permitted to be used for a multiple lift where such use is contrary to the manufacturer's specifications and limitations.
- (2) Components of the multiple lift rigging assembly shall be specifically designed and assembled with a maximum capacity for total assembly and for each individual attachment point. This capacity, certified by the manufacturer or a qualified rigger, shall be based on the manufacturer's specifications with a 5-to-1 safety factor for all components.
- (3) The total load shall not exceed:
 - (i) The rated capacity of the hoisting equipment specified in the hoisting equipment load charts;
 - (ii) The rigging capacity specified in the rigging rating chart.
- (4) The multiple lift rigging assembly shall be rigged with members:
 - (i) Attached at their center of gravity and maintained reasonably level;
 - (ii) Rigged from top down; and
 - (iii) Rigged at least 7 feet apart.
- (5) The members on the multiple lift rigging assembly shall be set from the bottom up.
- (6) Controlled load lowering shall be used whenever the load is over the connectors.

1. In Section 199.781, as shown, the term **members** refers to:
 - A. beams and similar steel structures.
 - B. components of the rigging assembly.
 - C. cranes used to perform multiple lifts.
 - D. employees who perform multiple lifts.
 - E. the rigging manufacturers.

 2. As a construction worker, you are assisting with a multiple lift of five steel beams. The multiple lift rigging assembly is rigged with the beams attached at their center of gravity and kept level, rigged from the top down, and 6 feet apart. This multiple lift is NOT lawful under Section 199.781, as shown, because:
 - A. it has too few beams.
 - B. it has too many beams.
 - C. the beams are rigged too close together.
 - D. the beams are rigged too far apart.
 - E. the beams should be rigged from the bottom up.

 3. As specified in Section 199.781, a qualified rigger is responsible for:
 - A. certifying the maximum capacity of multiple lift rigging assembly components.
 - B. designing and assembling components of the multiple lift rigging assembly.
 - C. operating a crane for a multiple lift according to the manufacturer's specifications and limitations.
 - D. supervising controlled load lowering whenever the load is over the connectors.
 - E. training employees engaged in multiple lifts when a multiple lift rigging assembly is used.
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Reading for Information Level 7

Individuals with Level 7 skills can figure out the underlying principles in complex documents and apply them to situations that are quite different from any described in the materials. They can understand unfamiliar terms from the context. Level 7 materials are densely detailed passages, such as excerpts from complex regulatory and legal documents. They contain complicated concepts and procedures. The language includes jargon and technical terms.

Section 342f. Unfair Practices

A debt collector may not use unfair or excessive means to collect or attempt to collect any debt, and such unfair or excessive means would constitute grounds for punishment under the statutes of this commonwealth. The following conduct is a violation of this section:

- 1) The false representation that any debt collector is affiliated with or employed by the United States Government or any relevant state or local government;
- 2) The collection of any amount (including any interest, fee, charge, or expense incidental to the principal obligation) from any indebted consumer unless such amount is expressly authorized by the agreement creating the original debt;
- 3) The publication of a list of consumers who allegedly refuse to pay debts;
- 4) The solicitation by a debt collector of any postdated check for the purpose of threatening criminal prosecution;
- 5) Causing charges to be made to any person by concealing the true purpose of the communication. Such charges include, but are not limited to, collect telephone calls and telegrams;
- 6) Engaging any person in telephone conversation repeatedly or continuously with intent to annoy, abuse, or harass;
- 7) Communicating with a consumer via a postcard, or other unsealed, indiscreet mail device, regarding a debt;
- 8) Using any language or symbol, other than the debt collector's address, on any envelope when communicating with a consumer by use of the mails, except that a debt collector may use his or her business name in the return address if that name does not indicate that he or she is in the debt collection business.

1. As a debt collector you send a letter with no return address, asking a man for full payment of a medical bill by the end of the following week. When he does not pay, you phone him and ask for payment. He claims that you are harassing him. Based on Section 342f, is he correct?
 - A. No, because there was no violation with either the letter or the phone call.
 - B. No, because your letter did not threaten criminal prosecution.
 - C. Yes, because the telephone call constitutes intentional harassment.
 - D. Yes, because you contacted him repeatedly.
 - E. Yes, because you misrepresented yourself on the envelope.

 2. You work for a private company and you are trying to contact an indebted consumer who hangs up the phone as soon as you identify yourself. Based on Section 342f, to contact this person, you should:
 - A. call once more and say that you work for the U.S. government.
 - B. continue to call until the consumer stays on the phone.
 - C. hire a messenger to deliver the information at the consumer's expense.
 - D. leave an unsealed note with the consumer's employer.
 - E. mail the information to the consumer in a plain white envelope.

 3. You contacted an indebted consumer who agrees to pay off the original debt, but refuses to pay your company's fee of \$30. Will you violate Section 342f if you demand payment of this charge?
 - A. No; the consumer is liable for all expenses incidental to the principal obligation.
 - B. No; this fee must be paid if it was agreed upon during the origination of the debt.
 - C. Yes; solicitation by a debt collector for any amount, including a fee, is not permitted.
 - D. Yes; the fee charged to the consumer by your company is excessive and unfair.
 - E. Yes; your attempts to collect your company's fee would be considered harassing.
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