

WorkKeys *Locating Information* Assessment

Locating Information is skill in dealing with workplace graphics such as charts, graphs, tables, forms, flowcharts, diagrams, floor plans, maps, and instrument gauges. Workers use this skill when they find information in a graphic or add information to a graphic. They also use it when they compare, summarize, and analyze information found in related graphics. While *Locating Information* is extremely important in the workplace, it is not usually taught as a standalone skill in the classroom. It is, therefore, critical to strengthen your *Locating Information* skills and to develop your problem-solving strategies. Individuals possessing these *Locating Information* skills will be able to successfully tackle new situations involving graphics problems in the workplace.

There are four levels in the *Locating Information* skill scale, and the skills included can be loosely grouped into five categories:

Finding information

This requires looking for information in simple graphics and filling in information that is missing from simple graphics. Employees may be asked to find basic information in a pie chart, or add missing information to a basic order form.

Summarizing and/or comparing information

Employees must often understand how graphics are related to each other and be able to summarize information from graphics. They might use a parts table and shipping ticket together or an inventory table to find which maple trees are taller than four feet, are less than \$50, and are in a particular sales region.

Drawing conclusions

Workers must often draw conclusions based on one complicated graphic or several related graphics. They might use a detailed line graph to find how sales of five separate products changed from March to July.

Applying information

This requires sorting through distracting information to apply information from one or more complicated graphics to specific situations. Employees may use multiple schedule forms and clinic maps to schedule appointments for several people to visit doctors, clinicians, and labs in various parts of a large hospital.

Making decisions and/or predictions

Employees must identify trends shown in one or more detailed or complicated graphics, and use the information to make decisions. They might use handling forms, facility maps, and storage guidelines to figure out where to put a product that is highly flammable and/or corrosive.

Locating Information Level 3

Level 3 workplace graphics are elementary. They may be simple order forms, bar graphs, tables, flowcharts, maps, instrument gauges, or floor plans. At Level 3, examinees use one graphic at a time.





When examinees have Level 3 *Locating Information* skills:

- They can find one or two pieces of information in a graphic.
- They can fill in one or two pieces of information that are missing from a graphic.

1. Your job is to insert the Moon phase symbols into the calendars your company produces. According to the table, which Moon phase symbol, if any, should you paste on March 28?



E. No Moon phase symbol should be inserted on March 28.

Moon Phase	January	February	March	April
First Quarter 	6	4	6	4
Full 	13	11	13	11
Last Quarter 	20	18	20	18
New 	27	26	28	26

2. As a cashier, you close out your register by completing a closing form and putting the drawer contents into a bank bag. According to the closing form shown, what is the amount in checks?
- A. \$ 100.00
 - B. \$ 567.87
 - C. \$ 643.78
 - D. \$ 989.04
 - E. \$2,568.83

<i>CLOSING FORM</i>	
Employee Name: Shekela Portero	Date: 01/09
Employee Number: 228	Register Number: 334
<u>Coins</u>	Dollar Amount
Pennies	1.43
Nickels	5.65
Dimes	4.10
Quarters	7.75
<u>Currency</u>	
Ones	19.00
Fives	25.00
Tens	60.00
Twenties	40.00
Hundreds	100.00
<u>Checks</u>	567.87
<u>Credit Cards</u>	
VCharge	643.78
CardMaster	989.04
American Direct	105.21
Total	2,568.83
Quick Credits <u> 0 </u>	
Referrals <u> 4 </u>	

3. You work in the head office of a large company. A client calls from New York and wants to talk to the account executive for that region. Who should the client talk to?
- A. Alice Anderson
 - B. Lars Larson
 - C. Kelly Carney
 - D. Thurmond Salkick
 - E. Dan Elizondo

Sales Region	Account Executives	States Assigned
East Central	Alice Anderson 804/555-7834	DC, Delaware, Kentucky, Maryland, Ohio, Virginia, West Virginia
Great Lakes	Lars Larson 616/555-4506	Illinois, Indiana, Michigan, Wisconsin
Midwest	Kelly Carney 816/555-5309	Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota, Texas
Northeast	Thurmond Salkick 717/555-1745	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
Southeast	Dan Elizondo 904/555-2891	Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee

4. A customer has returned a rental car. What damages, as indicated on the form shown, were present before the car was rented?
- A. A ding on the hood and a scratch on the driver's side
 - B. A ding on the hood and a scratch on the passenger's side
 - C. A ding on the hood only
 - D. A scratch on the hood and a ding on the driver's side
 - E. A scratch on the hood only

Linn's Rentals
Pre-rental Inspection

Car No. # 41108
 License No. 370 LLO
 Space 43 Color Red
 Model KX2
 Gas F Oil OK
 Mileage 20,312

Front (Hood) Back (Trunk)

Top

Driver Passenger

Damage see above

Service Technician Kathy
 Customer J Grey

14R-DC

Locating Information Level 4

Level 4 workplace graphics are straightforward. They may be basic order forms, diagrams, line graphs, tables, flowcharts, instrument gauges, or maps. At Level 4, examinees may work with one or two graphics at a time.

When examinees have Level 4 *Locating Information* skills:

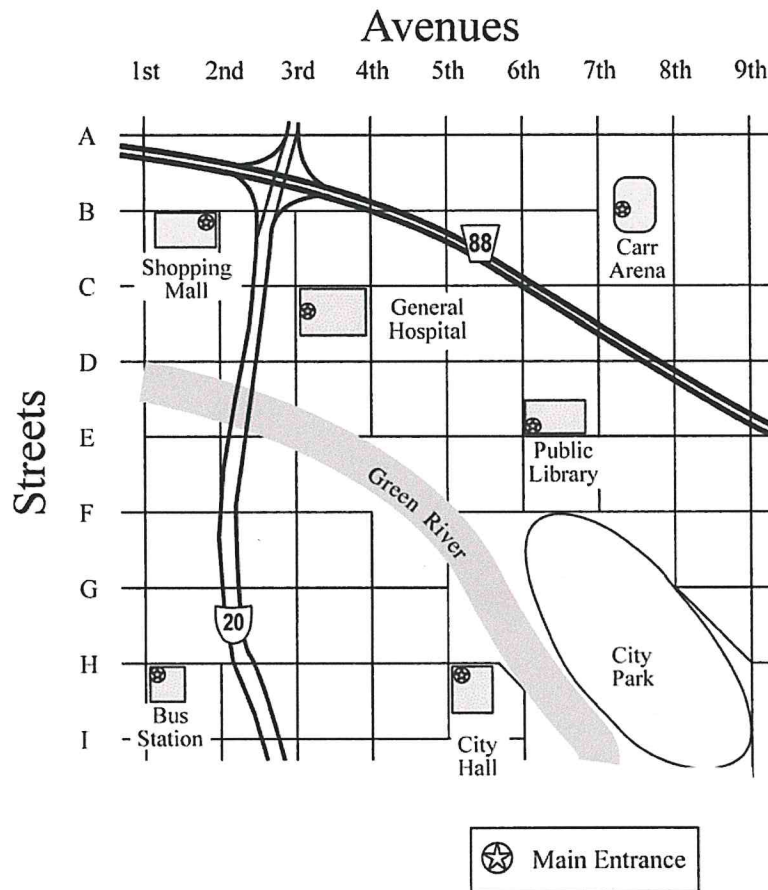
- They can find several pieces of information in graphics.
- They can notice how graphics are related to each other.
- They can sum up information shown in straightforward graphics.
- They can identify trends shown in straightforward graphics.
- They can compare information and trends shown in straightforward graphics.

1. As a clerk in the warranty department, you enter information from warranty cards into a computer. According to the warranty card shown, what type and model of appliance was purchased?

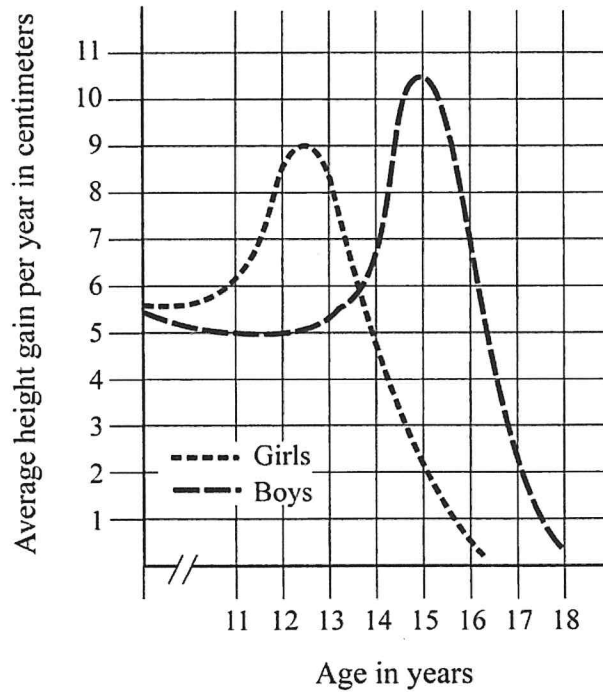
- A. Microwave #4692
- B. Microwave #62987
- C. Microwave #83771210
- D. Refrigerator #4692
- E. Refrigerator #83771210

Limited Warranty	PURCHASER'S COPY	CEW 251596
(DETACH AND MAIL WITHIN 30 DAYS OF PURCHASE)		
MR <input checked="" type="checkbox"/>	MRS <input type="checkbox"/>	
Purchaser MS <input type="checkbox"/>	Expires 5 Years from Purchase Date	
Address <u>21021 W WOODLARK</u>		<u>015179105</u>
City <u>HARRISON</u>	State <u>IL</u>	Zip <u>62191</u>
CHECK APPLIANCE PURCHASED		
<input type="checkbox"/> (RE) Refrigerator	<input checked="" type="checkbox"/> (MW) Microwave	<input type="checkbox"/> (DR) Dryer
<input type="checkbox"/> (FR) Freezer	<input type="checkbox"/> (AW) Automatic Washer	<input type="checkbox"/> (RG) Range
<input type="checkbox"/> (AC) Air Conditioner	<input type="checkbox"/> (DW) Dishwasher	<input type="checkbox"/> (OT) Other
Dealer <u>Haney Appliances</u>	Phone AC	Model # <u>4692</u>
Address <u>101 Main</u>	City <u>Marion</u>	Serial # <u>83771210</u>
..... DO NOT WRITE BELOW THIS LINE		
Date of Claim _____	Auth. No. _____	Date Paid _____
Dealer No. _____	Date Certificate Received <u>1/5/08</u>	
Any variations or alterations to the terms of this certificate are null and void and without legal effect.		

2. You work in the information booth at a mall. A mall customer asks where the entrance of the Public Library is located. You tell the customer that the library entrance is at the corner of:
- A. B Street and 2nd Avenue.
 - B. D Street and 6th Avenue.
 - C. E Street and 6th Avenue.
 - D. F Street and 7th Avenue.
 - E. H Street and 5th Avenue.



3. As a medical assistant, you must plot patients' growth on a growth chart. You have just measured a 14-year-old girl who has grown four centimeters in the last year. According to the chart shown, this patient's growth rate is:
- A. equal to the average rate of boys her age.
 - B. equal to the average rate of girls her age.
 - C. off the chart for growth rate.
 - D. slightly less than the average rate of girls her age.
 - E. slightly more than the average rate of girls her age.



4. You work in the classified ad department. A customer wants to place a 5-line ad for as long as possible, but he does not want to spend more than \$45.00. Based on the tables shown, you should tell the customer that he should place his ad using:
- A. Package 1 for 3 days.
 - B. Package 1 for 5 days.
 - C. Package 1 for 7 days.
 - D. Package 2 for 5 days.
 - E. Package 2 for 7 days.

PACKAGE 1				
CLASSIFIED OPEN RATES				
CITY NEWS, TRIBUNE, & WEEKEND PLANNER				
	1 DAY	3 DAYS	5 DAYS	7 DAYS
\$line	\$6.67	\$8.17	\$8.96	\$10.14
lines				
3	20.01	24.51	26.88	30.42
4	26.68	32.68	35.84	40.56
5	33.35	40.85	44.80	50.70
6	40.20	49.02	53.76	60.84
Circulation: City News 28,285; Tribune 22,813; Weekend Planner 52,320				

PACKAGE 2				
CLASSIFIED OPEN RATES				
GAZETTE, AD SHEET, MARKETPLACE, & EXTRA !				
	1 DAY	3 DAYS	5 DAYS	7 DAYS
\$line	\$7.71	\$9.21	\$10.00	\$11.18
lines				
3	23.13	27.63	30.00	33.54
4	30.84	36.84	40.00	44.72
5	38.55	46.05	50.00	55.90
6	46.26	55.26	60.00	67.08
Circulation: Gazette 26,092; Ad Sheet 53,101; Marketplace 12,176; Extra! 42,002				

Locating Information Level 5

Level 5 workplace graphics are complicated. The graphics are sometimes in an unusual format. They may be detailed forms, tables, graphs, diagrams, maps, or instrument gauges. At Level 5, examinees may work with one or more graphics at a time.

When examinees have Level 5 *Locating Information* skills:

- They can sort through distracting information.
- They can sum up information shown in detailed graphics.
- They can identify trends shown in detailed graphics.
- They can compare information and trends shown in detailed graphics.

1. You are a sportswriter and are writing about the World League Mushball Tournament. You are doing an article on the two wild-card teams – the two teams with the best record who are not division leaders. According to the table shown, which two teams are the wild-card teams?

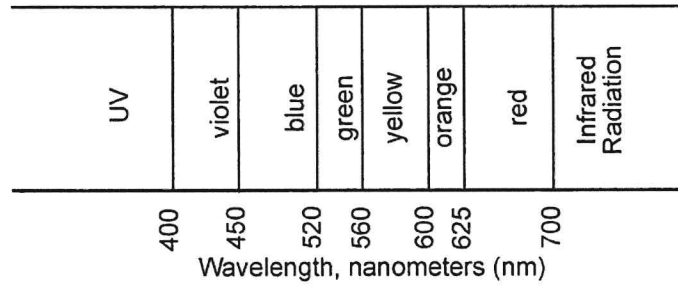
- A. Algiers and Honolulu
- B. Berlin and Mexico City
- C. Buenos Aires and Madrid
- D. Mexico City and Rio de Janeiro
- E. Rio de Janeiro and Algiers

NA Division	W	L	Pct.	GB	E Division	W	L	Pct.	GB
Chicago	31	24	.564	-	Madrid	32	23	.582	-
Mexico City	28	26	.519	2 1/2	Berlin	28	27	.509	4
Montreal	27	28	.491	4	Paris	27	27	.500	4 1/2
Los Angeles	25	29	.463	5 1/2	London	24	31	.436	8
New York	18	37	.327	13	Rome	22	33	.400	10
SA Division	W	L	Pct.	GB	AS Division	W	L	Pct.	GB
Buenos Aires	34	21	.618	-	Moscow	29	26	.527	-
Rio de Janeiro	31	23	.574	2 1/2	Seoul	27	28	.491	2
Lima	27	28	.491	7	Bombay	27	28	.491	2
Caracas	26	29	.473	8	Hong Kong	26	29	.473	3
Bogota	25	29	.463	8 1/2	Singapore	24	30	.444	4 1/2
AF Division	W	L	Pct.	GB	AI Division	W	L	Pct.	GB
Cairo	31	24	.564	-	Melbourne	30	24	.556	-
Algiers	30	24	.556	1/2	Honolulu	29	26	.527	1 1/2
Cape Town	28	27	.509	3	Sidney	26	29	.473	4 1/2
Johannesburg	22	33	.400	9	Tokyo	24	31	.436	6 1/2
					Manila	23	32	.418	7 1/2

W - Wins L - Losses Pct. - Percent of games won GB - Games Back

2. You are a laboratory supervisor and are checking the work of a new tech assistant. Which test has an incorrect color/type interpretation?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5



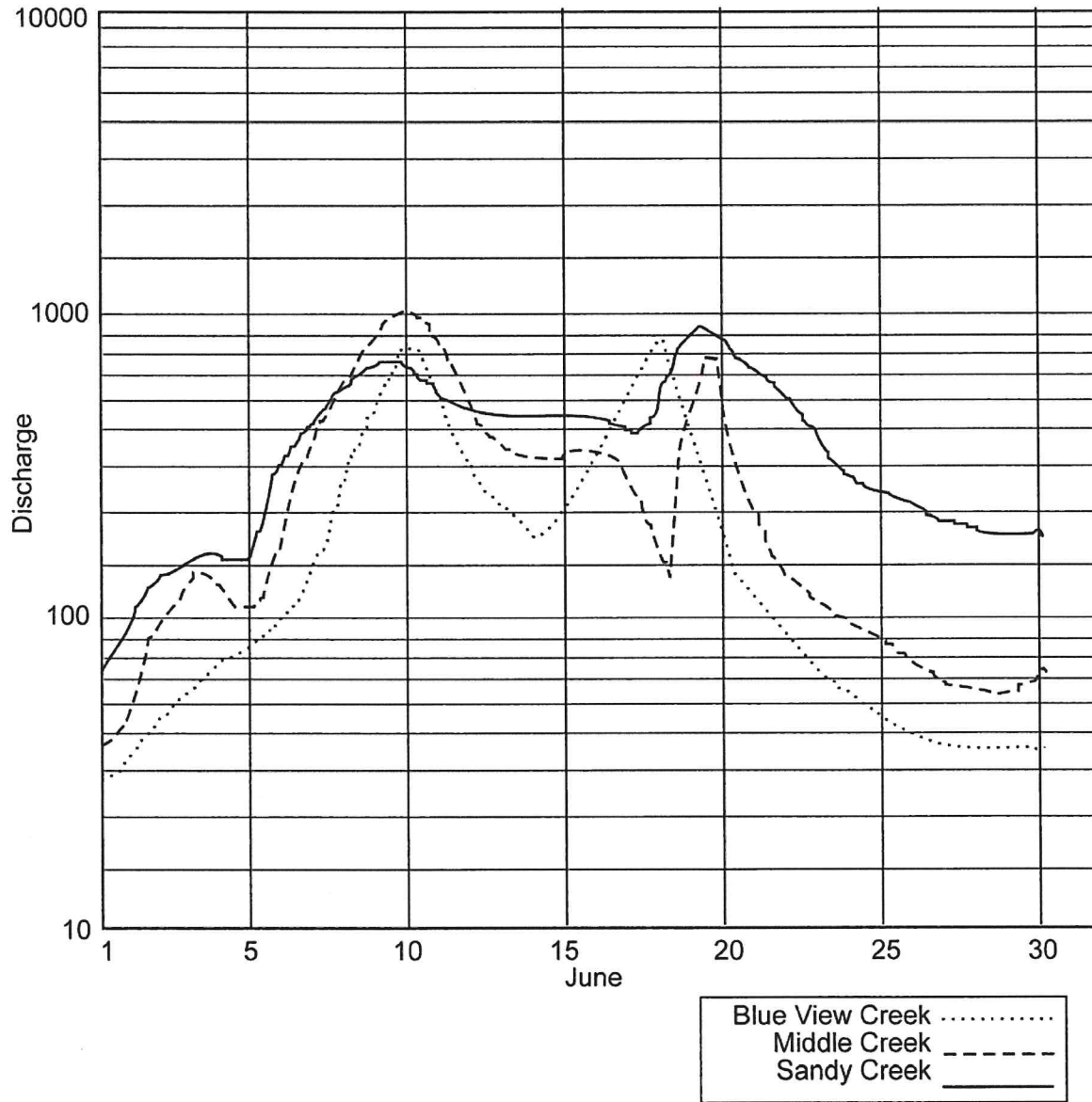
Electromagnetic Wavelength Tests

Tech: *S. Anders* Date: 06/02


Test	Trial A	Trial B	Color/Type
1	460 nm	465 nm	blue
2	525	535	green
3	225	225	UV
4	610	615	red
5	510 ↓	510 ↓	blue

3. As a county watershed control assistant, you must examine monthly discharge rates for creeks, rivers, and streams in your county. For the date of June 19th, which creek had the highest discharge and what was that discharge?

- A. Blue View Creek, 185
- B. Middle Creek, 800
- C. Middle Creek, 1000
- D. Sandy Creek, 195
- E. Sandy Creek, 950



4. As a wellness center technician, you perform Bone Mineral Density (BMD) screenings in order to determine a client's risk for osteoporotic fracture. According to the form and graph shown, this client should be advised that she is at:
- A. low risk and the results should be reported at her next checkup.
 - B. low risk and she should make an appointment with her doctor later this month.
 - C. moderate risk and the results should be reported at her next checkup.
 - D. moderate risk and she should make an appointment with her doctor later this month.
 - E. high risk and she should see the doctor immediately.



Nyoung Wellness Center
 1201 Iroquois Lane
 Weston, PA 16364
 814-288-8889

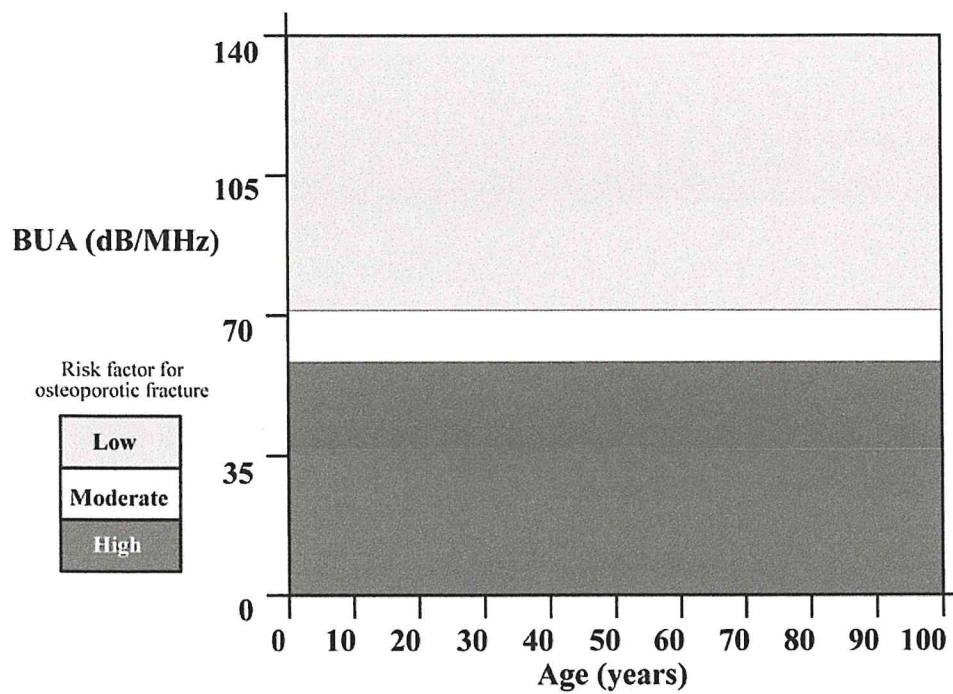
BMD TEST TYPE
 DXA pDXA SXA QUS QCT pQCT RA DPA SPA

Patient Data			
Scan Date		ID	
11/15		MF045	
Lastname	Firstname	Age	
Rashid	Japhia	55	
Last Appt	Hgt	Wgt	Sex
08/06	5'8"	125	F
BUA	%EXP	Zu	Tu
86	118	.80	-0.22

Low Risk: Results should be reported to doctor at next regular checkup.
 Moderate Risk: Patient should make an appointment to see doctor this month.
 High Risk: Patient should see doctor immediately.

Normal bone: Tu > -1
 Osteopenia: Tu < -1 > -2.5
 Osteoporosis: Tu < -2.5

Normative BUA



Locating Information Level 6

Level 6 workplace graphics are complicated. They contain large amounts of information and may have challenging formats. Sometimes they involve technical terms or symbols. They may be very detailed graphs, charts, tables, forms, maps, or diagrams. At Level 6, examinees may work with one or more graphics at a time.

When examinees have Level 6 *Locating Information* skills:

- They can analyze data in one complicated graphic or several related graphics.
- They can apply the information to specific situations.
- They can use the information to make decisions.
- They can use the information to draw conclusions.

1. You schedule appointments for Dr. Wahl following the guidelines shown. It is Monday morning, and Dr. Wahl finds out that the afternoon meeting she was scheduled to attend has been canceled, so you can schedule call-in patients for this afternoon. After this afternoon, Dr. Wahl's next available appointment is in three weeks. Based on the charts shown, the first two patients you should try to schedule for this afternoon are:
 - A. Allan and Ambili.
 - B. Ambili and Tally.
 - C. Ambili and Wessel.
 - D. Floyd and LaPlante.
 - E. Kapy and Lopez.

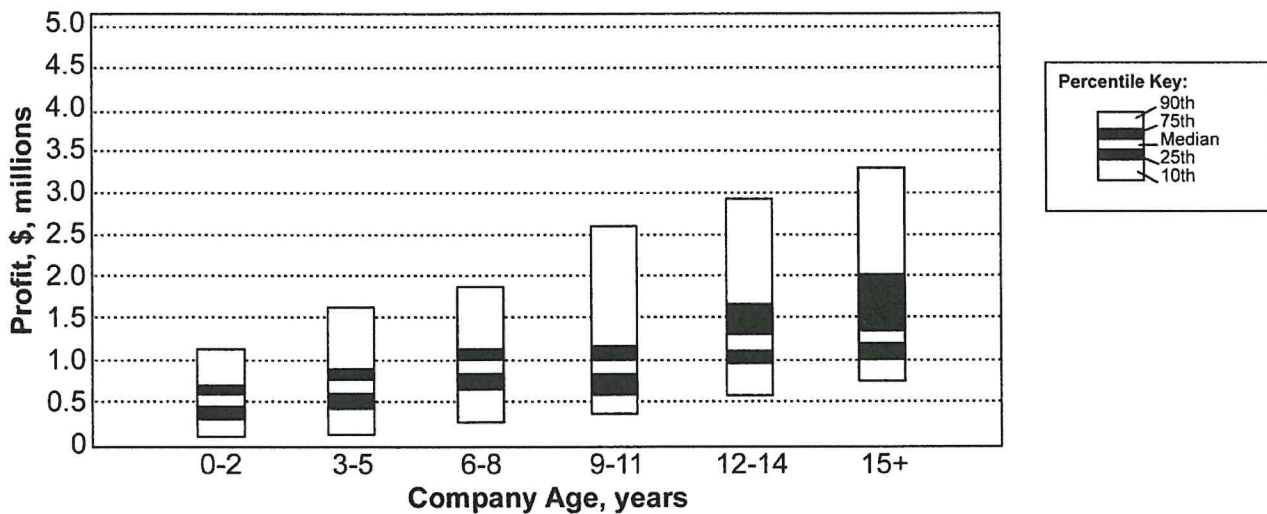
2. You have just scheduled Tito Brooks for Friday afternoon, and he calls back to ask how long his appointment will take. After looking at the information shown, you know that he should be in the office for:
 - A. 30 minutes.
 - B. 30 minutes + 15 minutes.
 - C. 30 minutes + 15 minutes + 15 minutes.
 - D. 1 hour + 30 minutes.
 - E. all of Friday afternoon.

**Patient Call-In List
(Nonemergency)**

Patient Name	Work Needed	Days & Times Available
Trixie Wessel Joy Ambili Laryssa Allan Benson Tally Thomas Dessaint Tracy Atkinson Francine Costello Nancy Hickok Jason Long Allison LaPlante Andrea Huntoon Louise Kapy Roberto Lopez Tito Brooks Jenny Floyd	lower partial denture #30 crown MODB #5 filling bridge #3-5 DL #8 filling MODBL #3 filling #17 impaction #8, 9 laminates upper partial denture #11 XT 28, 29 DO inlays root canal #20 #8 root canal #18 MODL filling #13 XT	mornings only Mon, Wed anytime Mon, Tues, Fri Wed, Fri Wed afternoons, Sat Mon, Tues, Thurs afternoon anytime Mon, Wed, Fri afternoons before 10 1st morning appt. Tues, Fri after 3:30 anytime

Procedures in Order of Office Priority	First Appt. Time	Schedule Follow-up in:*	Follow-up Appt. Time	Scheduling Reminders
Crown or Bridge ♦	1+30	3 weeks	45	Always schedule appointments in order of office priority first, and patient call-in order second. Each tooth surface is shown on the call-in sheet by a capital letter: MOD represents 3 surfaces. (Add 15 minutes to appointment time for more than 3 surfaces.) For lower molars (#17, 18, 19, 30, 31, 32), schedule patient to arrive 15 minutes early.
Dentures	45	1 week	30	
Partial Dentures	30	2 weeks	30	
Inlays ♦	1	2 weeks	30	
Endodontics (root canals, etc)♦♦	1	within 4 days	30	
Laminate	1	2 weeks	45	
Restorations (fillings, etc.)♦	30	--	--	
Bleaching	30	variable	30	
Extractions (XT)♦♦	30	--	--	
Impactions♦♦	45	--	--	
* This is either the time a patient needs to heal or the lab time needed before the doctor can finish the work. Follow this schedule exactly. ♦ Emergency coverage by a staff doctor is advisable on the night of the appointment. ♦♦ Emergency coverage by a staff doctor is very important on the night of the appointment.				

3. You are a finance research assistant with a company that purchases smaller companies. You use the chart and table shown to compare prospective buys with current companies. Your company only purchases companies in the 90th percentile. Which company fits that prerequisite for purchase?
- A. JMO Clothiers
 - B. Kenai Kampgoods
 - C. Northmann Cookies
 - D. Pierre's
 - E. Wolfware Software
4. You work for a business that purchases smaller companies. You use the information shown to compare prospective buys with current companies. Your supervisor wants you to look at Office Bytes, a 6-year-old computer company that earned a \$723,000 profit last year. Using the chart and information shown, how does Office Bytes compare to Wolfware Software?
- A. Both Office Bytes and Wolfware Software are in the Median percentile.
 - B. Both Office Bytes and Wolfware Software are in the 75th percentile.
 - C. Office Bytes is in the 25th percentile, and Wolfware Software is in the Median percentile.
 - D. Office Bytes is in the Median percentile, and Wolfware Software is in the 75th percentile.
 - E. Office Bytes is in the 75th percentile, and Wolfware Software is in the Median percentile.



Prospective Purchases:

Company	Age	CEO	Headquarters	Last Year Profit
JMO Clothiers	8	John Smith	Louisville, KY	\$1,021,000
Kenai Kampgoods	10	Rachel Stonebrook	Juneau, AK	\$721,000
Northmann Cookies	16	Kay Northmann	Mason City, IA	\$1,315,000
Pierre's	5	Pierre LePez	San Diego, CA	\$1,016,000
Wolfware Software	1	Raul Gomez	Denver, CO	\$514,000

