

AED Foundation Online Dealer Technician Technical Assessments For Pre-Hire and Employed Service Technicians – English and Spanish

FACT SHEET AND FAQ

ASSESSMENT BENEFITS

- AED Assessments evaluate technical knowledge of pre-hire job applicants, or currently employed techs.
- Dealers can offer employee “pre-tests” prior to technical training; then test again after to validate learning.
- AED Assessments were created specifically to meet the needs of AED members and the equipment industry.
- The entire AED Technical Assessment process is online, from ordering and test-taking, to results reporting.
- Each customer company is assigned its own online login/password protected Admin Area, where all assessment processes can be conveniently accessed and managed 24/7.
- Once test-takers submit the completed assessments, results are immediately available via the Admin Area.
- A variety of reports can be accessed via the admin area. Users define and request individual/collective results reports and benchmarking data with easy-to-use “click” options.
- Customer test results are archived in the Assessment Database to be retrieved any time via the Admin Area.
- Assessments are available in English and Spanish only; complete instructions are available for both versions in the Documentation section of the Admin Area.

PRICING AND ORDERING

- AED members: US\$50.00 each; non-AED members: US\$150.00 each
- To start using AED Technical Assessments, contact The AED Foundation to obtain a login and password for access to the assessments web site.
- Assessments are conveniently ordered online via credit card. Test logins and passwords for ordered assessments are available almost immediately after the order is placed.

THE ASSESSMENT

- Assessment questions were created by a task force of 24 equipment technical experts broadly representing AED dealers, equipment manufacturers and technical colleges with equipment programs.
- The Assessment is aligned with AED’s national “Standards for Construction Equipment Technology” publication that is now in its 8th edition. The “Standards” have been developed and updated by task forces with representatives from dealers, equipment manufacturers and technical colleges.
- The 160 questions evaluate current and future technicians’ knowledge in the subject areas of diesel engine, power trains, electric/electronics, A/C and heating, hydraulics/hydrostatics, and safety/administration. These are the six key subject areas in AED’s Standards.
- After completing the 120-minute timed assessment, each test-taker receives a “percent-correct” score for each of the above subject areas, as well as an overall score.
- There is no pass/fail score for the assessment, however, benchmarking data is conveniently and easily retrieved via user specified parameters (by mouse click) in the reports section of the Admin Area.

ASSESSMENTS DELIVERY

- The assessment is required to be delivered online with a proctor present to ensure the integrity of the results. Assessments are not to be assigned to the test-taker to be taken “on their own time” or at home. Proctor instructions and other detailed information are available in the Documentation area of the customer Admin Area.
- Online assessments offer ease of use and great efficiency; paper versions are not available.
- Test-taker instructions are available for download and hand out prior to start of the assessment.
- When the allotted time of 120 minutes is reached, the system automatically “times out” the test.

AED FOUNDATION TECHNICAL ASSESSMENTS FAQ

- 1. Can you send me a copy of the assessment so I can review the questions?**
 - a. To ensure the integrity and security of the assessment questions and the test-taking process, only the test-takers are permitted by AED to access and/or take the assessment online. Questions are not available for review. Copying, recording and/or archival of questions and answers from the AED assessments system in any manner via the testing portal, as well as receipt and/or distribution of that information, is a serious violation of AED's copyright and purchase terms and conditions, as agreed to by the customer at time of purchase.
 - b. The aforementioned restricted test access is common practice for these types of tests; for example, the ASE tests for the automotive and on-highway truck industries. It is the only way to ensure that test content stays out of the public domain, and the assessment remains a valid measure.
 - c. Questions were developed and selected via an equipment industry task force. They have been thoroughly reviewed and validated with active participation from professional assessments program managers at two AED Accredited colleges. Assessment systems have also been thoroughly tested.

- 2. Are other companies able to access my test results information?**
 - a. Only your company can access your own test results information via your individual online company AED Assessments Admin Area. Other than that, your company's results data are only included in the collective benchmarking reports totals/summaries.
 - b. This emphasizes the need for your company to be extremely careful as to who in your company has the login/password for your Admin Area. Only those directly connected with the testing should have them.

- 3. Are discounts available for volume purchases? Are refunds available for assessments not used?**

Volume purchase discounts and assessments purchase refunds are not available.

- 4. Can the test time limit of 120 minutes be lengthened where needed for those with disabilities?**

Yes, should you have that situation, notify AED Foundation staff and the time limit can be adjusted as needed on an individual test basis.

- 5. How will I know the status of my order(s) or when test results are available?**

The system allows each dealer up to three contact email addresses. All three will receive all automated notification emails pertaining to the ordering process and test results availability.

- 6. What happens if there is a computer failure or power outage while people are taking the assessment?**

When power comes back on or the computer is repaired, the test-taker just logs in to the test again. Answers already provided have been saved, and the page the test-taker was on when the system failure occurred will be re-displayed.

- 7. Do test-takers receive assessment results directly?**

Test-takers only receive results when the company administrator or designated manager provides them with the results. This is intentional so that the company can manage/control this sensitive information, provide feedback to the test-taker, and also include its chosen benchmarking information at the same time if desired.

- 8. Are any special computer or other skills required to be able to use and administer the assessment system?**

No, the system has been designed for ease of use by both the company administrator and the test-taker. Detailed instructions are available including quick reference sheets, and the entire system is menu driven. AED recommends only that the test computer(s) should have the latest versions of Adobe Reader and the internet browser being used.

- 9. Is the Spanish Assessment version different from the English version?**

The assessment in both languages is identical, as are the systems and processes. Spanish assessments must be accessed via the Spanish online assessments website "portal," however, for U.S. dealers utilizing the Spanish assessment, complete translations for all the web site pages are available.

- 10. What type of customer support does AED offer for the assessments?**

AED Foundation staff is available Monday through Friday during normal business hours, via phone or email. Staff will personally work with customers to address any questions or resolve problems. Please read all instructions in the Admin Area Documentation page prior to contacting the Foundation with questions.