

SHELL
ONLINE ASSESSMENT BATTERY



PREPARATION GUIDE

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OPERATIONS AND MAINTENANCE JOB REQUIREMENTS

Shell's Operations and Maintenance jobs have been thoroughly studied, and several important requirements have been identified. The following list presents examples of requirements that were identified as important for Operations and Maintenance jobs:

- Ability to follow established safety policies and procedures, while performing work activities;
- Ability to review, analyze, and interpret information, identify problems, and make decisions;
- Ability to think logically and make appropriate decisions in routine and non-routine situations;
- Personal characteristics, such as responsibility, dependability, conscientiousness, communication, safety, and teamwork.

ASSESSMENT PREPARATION

The purpose of this Guide is to assist you in preparing for the Operations and Maintenance tests you might see as an applicant. The Guide provides examples of the types of items that are included in the assessment battery and tips for helping you prepare for the assessment process.

The Shell Online Assessment Battery is designed to measure skills and abilities that are important to performing Operations and Maintenance jobs. The assessment battery *will* include:

- **Cognitive Assessment** — measures personal characteristics important to success in Operations job.

On the following pages, you will find an overview and sample items for the some of the components in the Online Assessment Battery.

COGNITIVE ASSESSMENT OVERVIEW

Included in the Shell Online Assessment is an assessment of personal characteristics which includes components such as Safety Orientation, Achievement, Responsibility and Teamwork.

- It is important that you read each item carefully, and answer each question honestly.
- Do not spend too much time on any single item. Answer each question as best you can and move on.
- The questions are about your attitudes and experiences, so everyone may answer the questions differently.
- Most people find that their first impression is usually the most accurate description of themselves.

There are several sections on this test, each with a separate set of instructions printed at the top of each page. Read the instructions carefully before you begin each section.

- Answer every question, and choose only **one** response for each item.
- There may not be an answer that fits you perfectly, but you should choose the **one** answer that most closely describes you.
- Do not spend time trying to “figure out” the test. The questions are about your behaviors and experiences. Simply answer the questions as honestly and accurately as possible.

Presented on the following page are samples of the types of items on the Cognitive Assessment. Since the assessment asks questions about your behaviors and experiences, there is no way to “study” for this test. Each person should choose the answer that best describes him or her, and everyone may have different answers to the questions. Since the answer that is the best description of one person may not be the same as for another person, there are no explanations for the answers of this section. You should just answer the questions honestly and accurately.

COGNITIVE ASSESSMENT SAMPLE ITEMS

Read each question and the answer choices carefully. Choose the best answer for each question.

1. Which of the following is most important to you?
- A. Working accurately, without mistakes
 - B. Working quickly and finishing on time
 - C. Make a profit for the company
 - D. Working with others to get along as a team
 - E. Following my supervisor's instructions exactly

2. I get bored if my work is not challenging. A) Agree B) Disagree

3. I would like to have a job where I can:
- A) Become an expert at one thing B) Do a lot of different activities C) Talk with customers

Rate how strongly you disagree or agree with the following statement.
If you do not agree or disagree, or have no opinion, please mark answer E on your sheet.

Strongly Disagree	Disagree	Agree	Strongly Agree	Neither Agree nor Disagree
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4. I have several friends at work. A B C D E

STRATEGIES FOR MULTIPLE-CHOICE TEST QUESTIONS

Multiple-choice items present questions with several different answers, and you are to choose the **one** answer that is the correct or best response to the question. Keep the following tips in mind when you are taking a multiple-choice test.

- Never choose an answer based on the pattern of your previous answers. Do not assume that the correct answers (A, B, C, D, or E) follow any sequence or pattern, or that they are used in equal numbers.
- The point of the assessment is to measure your abilities and aptitude, not to trick you. There are no “trick questions,” but you have to pay careful attention to the details in the items.
- Read the question and try to think about what the correct answer would be before you read the answers. Do not read more into the question than is already there.
- Be sure to read each possible answer. Even if the first answer is the one you think is correct, one of the others may be better or more specifically correct.
- Eliminate answers that are clearly wrong. This will help you focus on the remaining possible answers. If two or more answers seem correct, compare them to determine what makes them different.
- Watch for words like “not,” “but,” and “except.” These words suggest that you look for the answer that (a) makes the completed statement false, (b) is the exception to the rule, or (c) incorrectly answers the question.
- Try to answer every question. If you are uncertain about an answer choose the one that best suits you.
- Do not spend too much time on any one question.

GENERAL TEST TAKING TIPS

Before the Assessment

- Eat well and get a good night's sleep before the test. If you are tired or hungry, your concentration and test performance may be affected.
- Start the assessment with a positive attitude, determined to do your best. Focus on what you know and your abilities rather than worry about what you do not know.

Beginning of the Assessment

- Read all of the instructions carefully and follow them step-by-step. If you are working ahead of the instructions, you are likely to miss important information.

During the Assessment

- Pay attention to your work, not to what is going on around you. If you are wondering about outside issues, you are wasting valuable time.
- Try to stay relaxed during the assessment. If you have trouble concentrating or become tense, pause and take a few deep breaths before returning to the assessment.