**Workplace Documents Skills**

**Level 3**

Characteristics of Items

Reading materials include basic company policies, procedures, and announcements

Reading materials are short and simple, with no extra information

Reading materials tell readers what they should do

All needed information is stated clearly and directly

Items focus on the main points of the passages

Wording of the questions and answers is similar or identical to the wording used in the reading materials

Skills

Identify the main idea

Identify specific details

Choose when to perform a step in a series of shot steps

Apply information/instructions to a situation that is the same as the situation described in the document

**Level 4**

Characteristics of Items

Reading materials include company policies, procedures, and notices

Reading materials are straightforward but have longer sentences and contain a number of details

Reading materials use common words but do have some harder words, too

Reading materials describe procedures that include several steps

When following the procedures, individuals must think about changing conditions that affect what they should do

Questions and answers are often paraphrased from the passage

Skills

Identify the main idea

Identify specific details

Use the information in the document to figure out the meanings of words or phrases that are not defined for them

Choose when to perform a step in a series of steps

Apply information/instructions to a situation that is the same as the situation described in the document

Choose what to do when changing conditions call for a different action

**Level 5**

Characteristics of Items

Reading materials include informational, instructional, policy, contracts, and legal documents

Longer passages that include multiple details and extraneous information

Documents may include unfamiliar vocabulary, professional jargon, and acronyms

Figure out the correct meaning of a word based on how the word is used

Apply technical terms and jargon and relate them to stated conditions

Written materials include conditionals (e.g., if-then statements)

Skills

Identify specific details

Infer the meaning of a word or phrase from context

Apply information/instructions to a new situation that is similar to the one described in the document while considering changing conditions

Apply information/instructions that include conditions to situations described in the document

Identify the appropriate meaning of an acronym, jargon, or technical term defined in the document

Apply technical terms and jargon to stated situations

Make inferences to accomplish a goal

**Level 6**

Characteristics of Items

Reading materials include informational, instructional, policy, contracts, and legal documents

Longer passages that include complex sentences, difficult vocabulary, professional jargon, and acronyms

Meaning of terms may be implied and their meaning will need to be determined from context

Extraneous details

Written materials include extraneous details and conditionals (e.g., if-then statements)

Skills

Infer implied details

Infer the meaning of an acronym, jargon, or technical term from context

Apply information/instructions to a situation not directly described in the document or to a completely new situation

Apply principles inferred in a passage to a situation not directly described in the document or to a completely new situation

Identify the rationale behind an entire document or a section of a document

View Sample Item

**Level 7**

Characteristics of Items

Very complex reading materials

Information includes a lot of details

Complicated concepts

Difficult vocabulary

Unusual jargon and technical terms are used but not defined

Writing often lacks clarity and direction

Readers must draw conclusions from some parts of the reading and apply them to other parts

Skills

Infer implied details

Infer the meaning of an acronym, jargon, or technical term from context

Apply information/instructions to a situation not directly described in the document or to a completely new situation

Apply principles inferred in a passage to a situation not directly described in the document or to a completely new situation

Identify the rationale behind an entire document or a section of a document