



CIWA ASSERT – Assessment for Sales and Service Employment Readiness Tool

Identify skills and skill gaps for Sales and Service jobs

ASSERT is:

- Online & adaptive
- Psychometrically validated
- Instant customized results and learning plans
- Free

ASSERT is for:

- Immigrants & Refugees
- Sales & Service jobs
- CLB 3 and above

ASSERT is in 2 levels:

- Entry-level
- Supervisory-level

Skills Assessed:

- Reading
- Numeracy
- Digital
- Communication (Listening)
- Adaptability


To access CIWA ASSERT, contact:

Calgary Immigrant Women's Association

(403) 263-4414 Ext. 184 or Ext. 370

workforcedevelopment@ciwa-online.com

Print Score Report



CIWA
Calgary Immigrant Women's Association

Reading Score

ID Number: C-932980.C1
Date: Nov 02, 2022
Time: 11:22

These are the results of your reading skills assessment.

Your Overall Score

Your score	Level 1 (147)
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A Closer Look at Your Results

The symbol indicates whether or not you have the reading skills to perform the task.

Symbol	What it means
✔	You likely have the skills to perform this task.
✘	You may not yet have the skills to perform this task.

Reading

Locate data on forms, e.g. locate data such as names, hours, and dates on shift schedules.	✔
Read email, memos and bulletins, e.g. read email messages and bulletins from supervisors to learn about new promotions and changes to operating procedures.	✔
Read reminders and short notes, e.g. learn about drink and food specials by reading information posted on bulletin boards.	✔
Read short written comments on meal and beverage order forms, e.g. read a short note to learn about a customer's food allergy.	✔
Read a variety of training and policy manuals, e.g. read policy manuals to learn about grievance procedures and dress codes.	✘
Read operating manuals, e.g. read instructions for the use of point-of-sale equipment and software.	✘
Read posts and comments, e.g. read customer comments to learn about suggestions for improving the food service.	✘

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