



Strategic Solutions

January 2016

Welcome to STRATEGIC SOLUTIONS, a quarterly newsletter from NOCTI BUSINESS SOLUTIONS, a world-wide leader in technical competency assessments.

A Message from the CEO



Welcome to 2016! We sincerely hope that everyone was able to spend some time with family and friends over the holiday season and that you are returning to work refreshed and renewed! This is our first edition of the new year and from our perspective at least, it looks like the economy just keeps improving. NBS has added a number of new accounts and people seem to be excited by the opportunities provided by our [Prior Learning Assessment \(PLA\)](#) opportunities. Generally, that means that companies are looking for employees and potential employees are interested in improving their resumes.

I'd like to take the opportunity to talk about two things that occurred in our recent past. Over the last several months both NOCTI and NBS have spent a lot of time reviewing policies and procedures, simply put; how do we provide assessment and credentialing services to our clients? Part of this review is about continuous improvement, but part of it was to acquire accreditation from the [International Certification Accreditation Council \(ICAC\)](#). The ICAC reviews an organization's compliance with ISO/IEC 17024. These are internationally accepted standards designed to assure that organizations delivering certifications and assessments conform to rigorous publically held expectations for quality. We are very proud to announce that after our submission and onsite reviews NOCTI and NBS were awarded accreditation by the ICAC.

Another item of interest was our recent board meeting and exhibit which was held in New Orleans in mid-November. Not only did the board receive information about our new collaborations and growth, NBS also participated in a conference held by the [Association of Career and Technical Educators \(ACTE\)](#). On the exhibit floor of the conference, NBS participated in the first ever "Credential Corner". The Corner was designed by NBS's sister company, NOCTI, and it was a place for attendees to gather information about credentialing, assessment and digital badges. NBS had a LOT of visitors! We will be reaching out to some of our collaborators to see if they would like to participate in the program next year. ACTE CareerTech VISION 2016 will be held November 30 - December 3, in Las Vegas, Nevada. If you are interested in participating in our credential corner in 2016, please send your company contact information to Sherry Hayes at sherry.hayes@nocti.org.

I would be remiss if I didn't take the time to mention one more thing. I want to say thanks to all of the businesses, collaborators and customers who utilize our services. Whether you are looking for a way to find the best employees as your company grows or if you are looking for the best way to represent yourself as a potential employee, give us a call. Have a great new year and enjoy our newsletter.

A handwritten signature in dark ink, appearing to be "John".

NOCTI Names New Executive Vice President: At its recent meeting, NBS's sister company, NOCTI, the Board of Directors approved the addition of an Executive Vice President. This position will be responsible for overseeing day-to-day operations at the national headquarters with a focus on maximizing the organization's operating performance. At that same meeting Amie Bloomfield, NOCTI's current Customer Care and Outreach manager, accepted the new role following a strong endorsement from NOCTI President/CEO, Dr. John Foster.

Bloomfield began her career with NOCTI in 1995 and has spent the past two decades in progressively responsible roles. Over those years, she has provided project and account oversight, led the organization's marketing and outreach efforts, and coordinated customer-service related activities. In her new role, she will work closely with NOCTI leadership to continue strategic business development and new product development efforts.

Congratulations to Amie from the entire Nocti Business Solutions team!



Why Pre-Employment Testing?

Submitted by Paul Koontz, President/CEO of 484 Consulting, LLC and NBS Board Chairman: In today's business world, getting the most qualified people in open positions is crucial. As our economy continues to strengthen, companies need employees who need little training when they are hired. Pre-employment testing is beneficial because it helps companies quickly identify candidates that will likely perform well on the job. These tests can include work skills, knowledge, personality, motor skills, and language skills among other traits to help find the candidates that will most likely succeed in the open position and screen out those who are under-qualified. Pre-employment testing can save time and cost in the selection process and decrease turnover. When utilizing pre-employment testing it is essential that tests are valid, reliable and properly address the Equal Employment Opportunity (EEO) aspects of pre-employment and that they are properly implemented and are legally defensible. [Read more...](#)

Nocti Business Solutions (NBS) was formed in the 1990's and is a spinoff company of the National Occupational Competency Testing Institute (NOCTI) which has been a leader in competency testing for almost 50 years and has been providing competency testing to secondary and postsecondary students and potential technical instructors. NOCTI and NBS are world-wide leaders in technical competency assessments. Our customer base includes industrial giants including Boeing as well as organizations like The Society of Manufacturing Engineers and The Manufacturing Skills Standard Council (MSSC) and we would invite you to investigate our capabilities if you are looking to begin or are already involved in pre-employment testing in your organization. Check us out at noctibusiness.com for details on our services.

Random acts of kindness: Every year during the holiday season, the NOCTI organization provides each employee with \$10 and asks them to use it to perform a random act of kindness. Employees are then asked to note their deeds on a blog page to be shared within the organization. As employees, we love doing this and really look for situations that will have the most impact by our random acts. This activity also encourages us to think about acts of kindness beyond this particular event.

Kindness for the sake of it should be part of the workplace, argues Liz Sheffield, who offers 20 small acts people can use with co-workers. These acts are as simple as holding doors open for others, writing handwritten thank-you notes, and praising a co-worker to his or her manager. [Read more...](#)

Member Highlight: New Partner Collaboration - International Sign Association

Finding employees is one of the greatest challenges facing companies in the sign and graphics industry. But once they are onboard, keeping them can also present its issues. More workers—particularly younger workers—say that they want to work for a company that gives them opportunities to grow and advance their careers.



Quality training to help employees grow is available through the International Sign Academy from the [International Sign Association](#) (ISA). Member companies can receive top-notch training via webinars, online learning and now, through a new partnership. ISA and Nocti Business Solutions have created a series of digital badges, designed to improve proficiency in a number of areas of the industry. Employees can pursue these [digital badges](#) in one of 15 areas, ranging from advertising & design to welding. After passing each assessment employees will receive a digital badge, an electronic acknowledgement of their skills, learning and achievement. To make sure that the training fits with their company's needs, employers can review the tests ahead of time before making the decision to purchase. To learn more about the digital badges, visit this [link](#).

IRC Corner

Four new Industry Resource Centers were approved by the NBS Board of Directors at the November Conference. A HUGE NBS Welcome goes out to **Ivy Tech Community College -Certification & Assessment Center** -Anderson, IN; **Southern Training and Testing Center** -Concord, NC; **Manufacturing Alliance of Philadelphia** -Philadelphia, PA; and **Tennessee College of Applied Technology** -Dickson, TN.

Recently, I asked several IRC Site Coordinators about their marketing approaches and found a consistent theme - Networking. As one coordinator put it: "I talk to everyone! I tell anyone who will listen to me what we can do for them!" Networking is a great way to let your community know about the services you can provide without having to worry about a large marketing budget.

Did you know that Industry Resource Centers (IRCs) can also participate in the NBS PLA Program? That's right! NBS will pay you to proctor PLAs through our program! Contact Kay.Cole@nocti.org for more information!

As an IRC, do you have any best practices or "tips & tricks" that you would like to share with others? Let us know - we would love to post them in our newsletter. Send them to noctibusiness@nocti.org

Holiday Adopt-A-Family Program:



Throughout the year, NOCTI and NBS staff collect donations through soda and snack bar purchases. The money is then used to adopt families in our community during the holidays. This year staff donations totaled over \$2,700.00. We were able to adopt 12 families, a food pantry and a shelter in our community this holiday season. Thank you to everyone who purchases pops and snack throughout the year so that we are able to do this for families in our community. It may be a dollar here or there for us but to these families, it can make a big difference!

REMINDER ALERT!!!

Please remember that our testing system is down for maintenance every Thursday evening at 8:00 p.m. Please do not plan any testing sessions between Thursday at 8:00 p.m. and Friday at 6:00 a.m. (Eastern Standard Time).

Check out Nocti Business Solutions on Facebook!

