

# User Guide: Skill Benchmarks

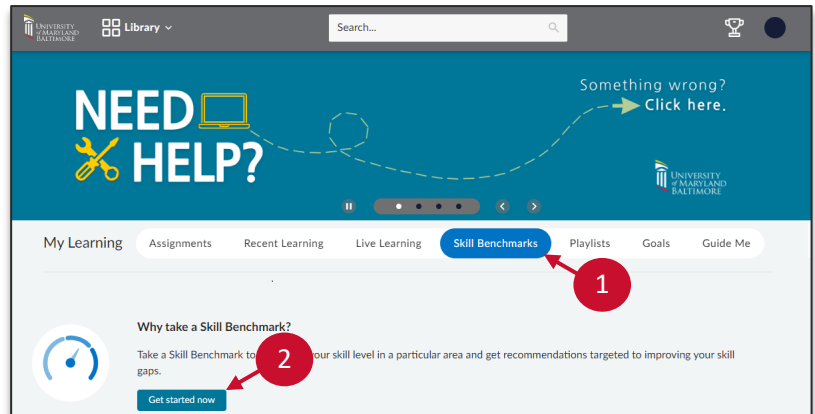
Skill benchmarks allow you to assess your own proficiency level in a variety of areas, including technical and soft skills. Percipio recommends content based on your results. Retake benchmarks over time to see your progress and gain new recommendations.

## Accessing Skill Benchmarks

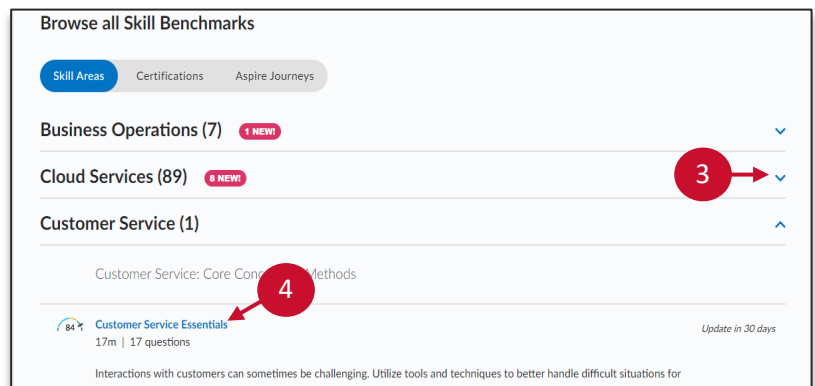
On your Percipio Homepage:

1. Select the **Skill Benchmarks** tab.
2. Select the **Get Started Now** button.

**Note:** You can also access benchmarks from the **My Profile** drop-down menu.

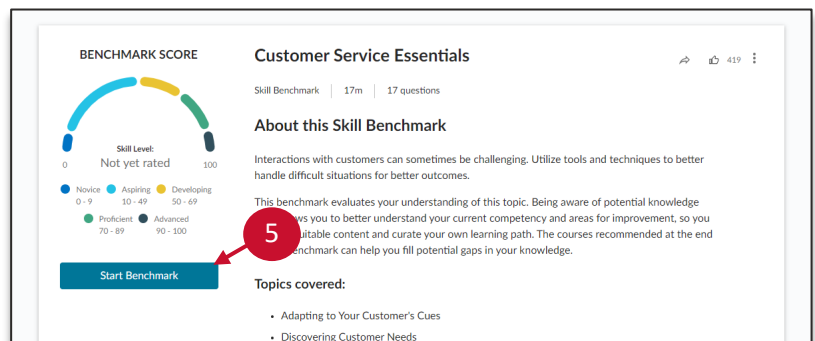


3. Expand the headings by selecting the **down** icon.
4. Select your chosen benchmark.



5. Select the **Start Benchmark** button to take the assessment.

**Note:** You can save and exit, if needed.



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## Reviewing Benchmark Results

Benchmark results include:

1. Your score and proficiency level.

**Novice:** Limited familiarity with the skill

**Aspiring:** Minimal aptitude with the skill

**Developing:** Some proficiency, a few knowledge gaps

**Proficient:** Meets the criteria for demonstrating skill proficiency

**Advanced:** Thorough understanding of the skill, can serve as a mentor

2. Detailed benchmark results, which display a breakdown by question.

3. Personalized content recommendations based on your results.

4. Recent benchmarks will appear on your **Homepage** below the **Skill Benchmark** tab for easy access to recommendations.

**Note:** Percipio suggests retaking benchmarks every 30 days to evaluate progress.

The screenshot shows the 'Customer Service Essentials' skill benchmark results. A red box highlights the 'BENCHMARK SCORE' section, which displays a score of 84 and a 'Proficient' skill level. A red circle with the number '1' points to the score. Another red circle with the number '2' points to the 'Detailed benchmark results' dropdown menu. A third red circle with the number '3' points to a video recommendation card titled 'Demonstrating Flexibility Customer Engagement'. The page also includes a 'Take this Benchmark again after 30 day(s) to check your progress!' button and a 'Based on your benchmark score, here are your recommendations:' section.

The screenshot shows the Percipio homepage. A red circle with the number '4' points to a 'NEED HELP?' banner with a 'Click here.' link. Below the banner, the 'Skill Benchmarks' tab is selected in the navigation menu. A red box highlights the 'Recent benchmarks' section, which displays two benchmark cards: 'Customer Service Essentials' with a score of 84 and 'Microsoft: 365 Literacy (Beginner Level)' with a score of 55. A red circle with the number '1' points to the 'View Skill Benchmarks' link at the bottom right of the recent benchmarks section.