

# TOWES Preparation Guide

*For paper-based assessments*



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**TOWES**

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## Your Test Session Details

Test Date	
Test Location	
Time	
Certified Administrator Contact information	

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## ABOUT TOWES

TOWES is a test that measures some of the basic, foundational skills people use at work, in learning and in daily life. These skills include reading, using forms and solving problems that involve numbers.



You will be asked to read selections from manuals, regulations, notices, memos and brochures. Questions will ask you to find and interpret information.



You will be asked to use documents, such as maps, tables, diagrams and plans. You may be asked to highlight or enter information into the document.



You will be asked to complete questions that require calculations, such counting money, budgeting, or measuring.

Workers in all jobs must be able to read, use documents and numbers well enough to be safe and productive, to adapt and learn new job specific skills. This is why TOWES is designed to look and feel like work.

Test questions are all related to workplace documents from real workplace situations. Each question allows you to demonstrate your foundational skills by completing a task using the document provided. Some of the questions and documents used may not be familiar to you, but all the information you need to answer the questions can be found in the documents provided.

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## PREPARING FOR YOUR TOWES TEST

You will not be able to study for TOWES because the questions do not assess specific knowledge, such as dates in history or names of famous people. TOWES measures how well you are able use your skills to locate, use and understand information. Everyone has some ability in these skill areas.

Here are a few ways to prepare:

1. Review this guide and complete the try the sample questions included.
2. Visit the [Test Taker Services](#) section of [towes.com](https://www.towes.com) to access additional resources.
3. Talk to your Certified Administrator before the test session and ask questions if you need more information.
4. You can do your best, when you feel your best! Get a good night's sleep before your test and have something to eat before you begin.

✓ <b>Items to bring to your test session</b>	⊘ <b>Items that are not permitted</b>
<ul style="list-style-type: none"><li>• valid government-issued photo identification</li></ul>	<ul style="list-style-type: none"><li>• dictionaries, thesauruses, language translators</li></ul>
<ul style="list-style-type: none"><li>• pen, pencil and eraser, highlighter</li></ul>	<ul style="list-style-type: none"><li>• programmable calculators</li></ul>
<ul style="list-style-type: none"><li>• basic calculator (non-programmable)</li></ul>	<ul style="list-style-type: none"><li>• cell phones or any other electronic devices</li></ul>
<ul style="list-style-type: none"><li>• reading glasses or magnifying glass – if needed. Some of the print may be small.</li></ul>	<ul style="list-style-type: none"><li>• additional resources, notebooks, backpacks</li></ul>

## TIPS FOR WRITING TOWES

- Ask your Certified Administrator how long you will have to write the test. TOWES typically takes about 2-3 hours to write. If you can choose a time to write your test, choose the time when you concentrate best.
- Plan to arrive early.
- Before the test begins, listen to the instructions. Ask questions if you do not understand.
- Survey the test by taking a few minutes to look through the booklet. This will help you to plan your time.
- Relax, there is plenty of time to complete all the questions. Take time to read each question carefully and review the workplace documents provided.
- Imagine yourself as a worker who needs to solve the problem. What looks complex at first may start to make sense if you take it one step at a time.
- Rephrase the questions in your own words. What is the question asking for? When, why or how much?
- Questions can be completed in any order. Attempt all questions in the test. Sometimes the first question may be more difficult than the others, so don't get discouraged as the next question may be easier.

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- Try and answer all the questions. If too many questions are skipped, you may not receive a test score.
  - If you change an answer, erase or cross out the previous answer. All TOWES tests are marked by hand, so make sure that your final answer is clear to the test marker.
  - Before handing in your test, make sure you answered all questions.
  - Be positive and confident about your abilities. TOWES evaluates the skills you use every day.
  - All TOWES tests must be completed individually in one test session.
  - Before writing the TOWES you should know the answers to these questions:
    - What is the purpose of the test?
    - What types of questions will be asked?
    - Where do I take the test?
    - How will I get my results? Your Certified Administrator is the only person who is authorized to release your test results. Do not contact TOWES for your test results.

## ADDITIONAL RESOURCES

Adults continue to learn all through their lives, but many also have some gaps in their learning. For example, an individual may be very familiar with most math functions but never have really understood fractions. Sometimes lack of use makes skills a bit “rusty.”

After writing the test, you may realize that you need to improve your skills in some areas. There are many drop-in learning centres and volunteer tutoring programs in most communities that can help you to learn specific skills.

If you prefer a more structured learning environment, you may want to enroll in a class to enhance your skills.

- Call your local community college, school board or other educational provider.
- Seek out other learning opportunities in your community. The local library may be able to help with books, video and other learning resources.
- Practice reading and problem solving every day. Tackle those manuals and forms that looked difficult. Get someone to help you.

## SAMPLE QUESTIONS

A series of sample questions can be found on the next two pages. These are examples of the types of questions found in the TOWES test. It has been chosen as an example because it demonstrates the range of questions that you will find on the actual test. Practice your skills by completing each question and then compare your responses to the answers provided.

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# Brewer Valve Problem

Brewer valves are found in automatic coffee machines. They open to allow hot water to mix with the coffee.

Look at the drawing and parts listing for the Eaton brewer valve on the page opposite.



**Question** What is the name of the part shown here?

1



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**Question** What is the part number of the two “O” rings used in this valve?

2

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**Question** What part number would a repair person use to order the whole valve?

3

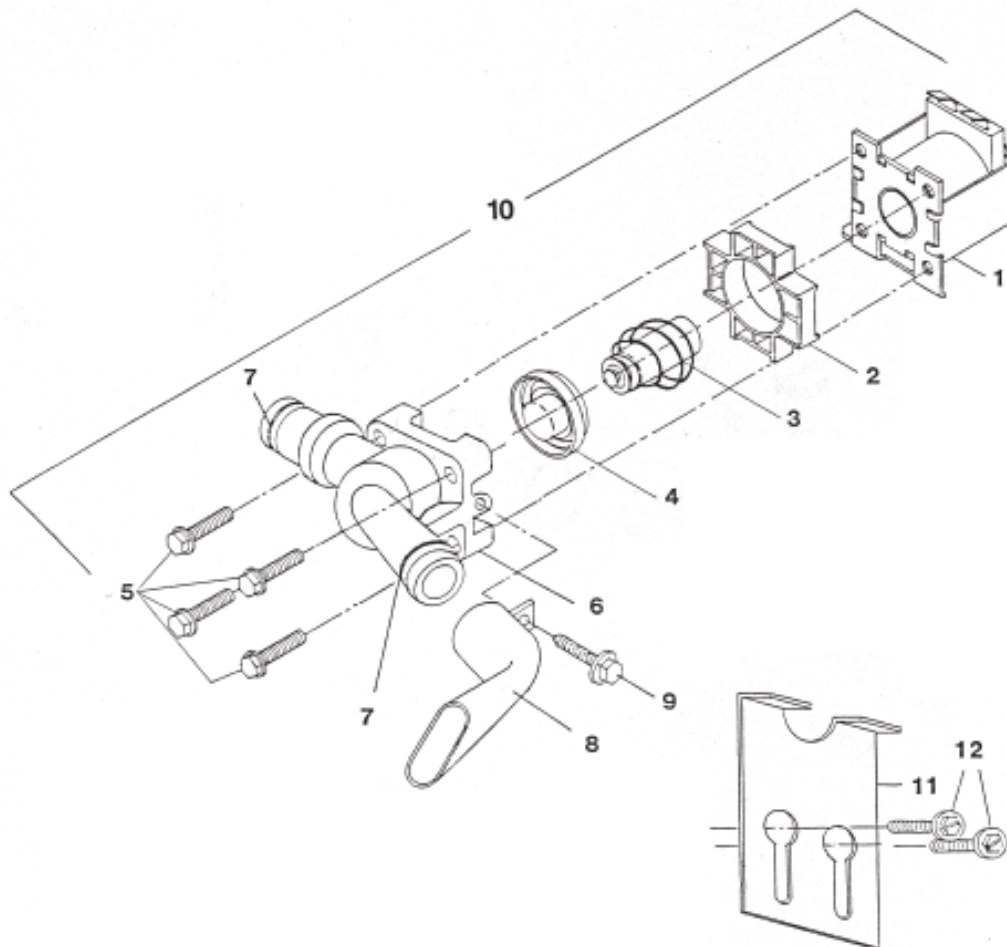
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**Question** On the drawing, highlight or circle the picture of the parts that are not included when Item 10 is ordered.

4

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*Mark the brewer valve diagram*



## EATON BREWER VALVE ASSEMBLY

Items with Part Numbers are Stocked by RMI

1.	Coil, Red	30596
2.	Adapter	27787
3.	Armature and Spring	30598
4.	Diaphragm	27793
5.	Screw, Valve Mounting	
6.	Body, Brewer Valve, White	28732
7.	"O" Ring, $\frac{1}{2} \times \frac{5}{8}$	14759
8.	Spout, Brewer Valve, Black	28733
9.	Screw, $6 \times \frac{5}{16}$ , PH, Type 25, SCP	28825
10.	Valve Asm Brewer (Includes Items 1-9)	30854
11.	Bracket, Brewer Valve Retainer	28814
12.	Screw, $8-32 \times \frac{3}{8}$ , HH, SCP	14806

NOTE: Items 11 and 12 are Sold Separately from Valve Asm, Item 10

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## ANSWERS TO THE SAMPLE QUESTIONS

Compare your responses to the answers for the **Brewer Valve** questions.

**Question 1** What is the name of the part shown here?

Answer: **Armature and Spring**

This question tests your ability to use documents.

The specific skills are:

- locating information in an assembly drawing
- identifying the correct number in a table

To locate the information needed, you must correctly match the object to the one shown on the drawing. When you find the same part, you can see that it is labeled with the number 3. The next step is to find the row numbered 3 in the table below the drawing. Beside number 3 is the name of the part, **Armature and Spring**.

**Question 2** What is the part number of the two “O” rings used in this valve?

Answer: **14759**

This question tests your ability to use documents.

The specific skills are:

- locating information in a drawing
- locating information in a table format
- locating information by matching a single word

This question also tests your ability to read carefully. The answer asks for a number not a name. To find the answer to this question, you could search the drawing if you happen to know what an “O” ring looks like. You could even eliminate all the parts that don’t look like a ring until you are able to select the correct answer, the part labeled 7 in the drawing. You will have to use the table with the title “**Eaton Brewer Valve Assembly**” and notice that it includes “**Items and Part Numbers.**” Scan the table to find the row starting with 7 or showing the words “O” rings in the second column. Look across the row to find the part number in the third column (far right).



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**Question 3** What part number would a repair person use to order the whole valve?

Answer: **30854**

This question tests your ability to use documents.

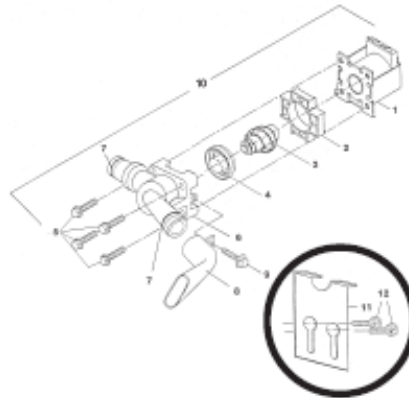
The specific skills are:

- locating information in a drawing and in a table
- interpreting a line to mean, includes multiple parts
- interpreting “(Includes Items 1-9)” as the “whole valve”
- identifying the column which shows order numbers

This question also tests your ability to read carefully. The word “**order**” tells you that a part number is required. In this question you can find the information in two ways. The first is to interpret the long line numbered 10 on the drawing as “**the whole valve**”. You could also scan the table and find the words “**(Includes Items 1-9)**”. Once you have decided that 10 is the part number, you must locate the correct order number in the column to the right and find **30854**.

**Question 4** On the drawing, highlight or circle the picture of the parts that are not included when Item 10 is ordered.

Answer:



This question tests your ability to use documents.

The specific skills are:

- locating information in a drawing
- identify that the line numbered 10 includes items 1-9
- infer that parts 11 and 12 are not included

This question also tests your ability to read carefully. It is important to notice that the word “**not**” is underlined. To answer the question, you must determine that **Item 10 includes Items 1 to 9**. Once those are eliminated, only 11 and 12 are left. Another way to figure that out is to look at the chart and read the NOTE which tells you that “**parts are sold separately**” which means they are not included. Once the parts not included are identified, you highlight or circle them.