



BUSINESS SERVICES INSTRUCTOR ASSESSMENT (BSIA) TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE BUSINESS SERVICES INSTRUCTOR ASSESSMENT (BSIA)?

The BSIA is a role-play exercise designed to measure presentation skills necessary to be an effective instructor.

The BSIA consists of a simulation exercise in which you will be training a "customer" (actually an employment/placement manager) on a variety of custom business phone services. Part of your time will be spent learning these custom services; therefore, no prior knowledge of these services is necessary. On the basis of your performance during the simulated exercise, the manager will be able to evaluate a number of skills needed for successful performance.

You will be provided with background information on custom business phone services to review for 20 minutes. In that time, you should become familiar with those services so that you can describe and explain the features to your "customer." You will then make a 15-minute presentation to the customer and answer any questions s/he might have about the services.

The BSIA process takes approximately 35 minutes.

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. Materials are provided with complete and specific instructions for role-playing. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.

In addition, you may want to practice in the following ways: speak/make presentations to your peers, become a speaker/presenter in a group outside of work (e.g. church group, community group), or head a committee or task force at work.



BUSINESS SERVICES INSTRUCTOR ASSESSMENT (BSIA) TEST GUIDE

HOW WILL THIS ASSESSMENT BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your assessment session. Try to arrive at the location at least 15 minutes before your scheduled assessment time to give yourself time to relax before the assessment begins. You may want to bring a jacket or a sweater in case the temperature in the assessment location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the BSIA.

WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

- ✓ *Relax.* Be yourself and deal with the customer in your own, natural manner.
- ✓ Bear in mind that *you are expected to adapt to different types of people and to deal with others in a socially adept manner.*
- ✓ Your communication skills will be assessed so you should *speak clearly and naturally.* Try to avoid sounding stilted or artificial.
- ✓ *Get in the role of the job incumbent and stay in this role.* Just as you are in role, so are the assessors, so play along even when it feels artificial. Once the exercise starts, the assessors will be in role and will stay in role. As a result, you won't be able to ask them questions about how to proceed or what you should be doing.
- ✓ *Read the background materials carefully and use them appropriately in the exercises.*

RETEST INTERVALS

If you do not qualify on the BSIA, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may retest at six-month intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the BSIA qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.