



ORAL PROFICIENCY INTERVIEW (OPI) 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 ORAL PROFICIENCY INTERVIEW (OPI)?

The Oral Proficiency Interview (OPI) is a standardized procedure for assessing your language proficiency. The OPI measures how well you comprehend a spoken language and speak the language.

The OPI is conducted via the telephone either by computerized voice prompt or with a qualified language proficiency "tester." The version you are scheduled to take has no effect on your ability to do well on the test. You will be asked a series of questions in the language in which you need to be proficient. You will be required to respond in the target language to those questions. The questions are designed to measure both your understanding of the target language as well as your verbal fluency in the language.

During the OPI, you will be asked general questions about your interests, experiences and possibly, current events. You may also be asked to take part in a role-play. It is important that you participate as much as you can. This allows for a more complete assessment of your language proficiency.

The OPI is only evaluating you on how well you speak the language, not your actual opinions. So the content of your answers, responses or opinions, does not affect your final rating. You will be assessed on your ability to speak the standard form of the language without using English or slang. Your overall ability to comprehend and communicate orally in the target language is the only skill being assessed. The Employment Office will only be given your final test score. The actual content of the interview is strictly confidential.

Keep in mind that there are different standards for proficiency that must be met depending on the position you are applying for and which language is being assessed.

Administered by an independent testing company, the OPI is a 20-40 minute recorded conversation.



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WHAT CAN I DO TO PREPARE FOR THE INTERVIEW?

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. The best way for you to succeed on a given test is to adequately prepare. You may want to check into language courses that may be available through local schools and universities, or check the language section of libraries or local bookstores for improvement, self-help, or tutoring courses.

RETEST INTERVALS

If you do not qualify on the OPI 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 initially retest after six months. Subsequent retests are at one-year 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 OPI 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.