



## **Description of Test (DOT)**

# **REPAIR BASIC PC SKILLS**

## Description of Test (DOT)

This **DOT** is designed to help you prepare for the Repair Basic PC Skills Assessment. The information is being made available to you now so that you can review the material at a more leisurely pace. There is also specific information about the factors that are evaluated on the assessment and what you can do to prepare for it.

## What the Repair Basic PC Skills Assessment Measures

Assessment	What It Measures
Repair Basic PC Skills	Measures knowledge related to basic computer terms and the ability to perform common computer tasks, such as working with/troubleshooting operating systems/application software and accessing the Internet.

## Frequently Asked Questions (FAQs)

Question	Response
How is the assessment administered?	On a personal computer, which utilizes a standard computer keyboard, mouse and internet web browser. <b>This assessment should <u>NOT</u> be taken on a mobile phone or another electronic device.</b>
How are the questions formatted?	There are two types of items: multiple-choice and simulation. For the simulation items, you will be allowed two attempts for each question. Attempting to open Help or customizing the software counts as an error.
How much time is allowed to take the entire assessment?	This is a <b>***timed***</b> assessment. You will have <b>20 minutes</b> to complete the 25-item assessment. Because this is a timed assessment, you should move through the questions as quickly as possible. Please ensure that you are in a <b>distraction-free environment</b> and that the assessment is your sole focus. Please take this assessment <b>seriously</b> as it will be used as part of the selection decision-making process.
What do I need to take the assessment?	You will not need anything aside from a personal computer.
How is my score determined?	Scores are computed based on the number of questions you answer correctly.
Am I penalized for guessing an answer?	No.
Will I receive feedback on my score?	No. Upon receipt of your assessment scores, you will receive a communication indicating your qualification status.
What happens if I don't achieve a Passing score?	You may attempt the assessment again after six months.
Who may I contact if I experience any technical difficulties when taking the assessment?	Prior to taking the assessment, please consult the following website to ensure that the PC you are using is configured properly: <a href="http://service.shl.com/s2p-candidates/">http://service.shl.com/s2p-candidates/</a> . You can also reach SHL Technical Support for assistance with your online assessment at 1-800-899-7451 (option 1).

## ***Repair Basic PC Skills***

<b>Question</b>	<b>Response</b>
Who may I contact if I no longer have access to the assessment link?	Please send an email to <a href="mailto:hr.testing@centurylink.com">hr.testing@centurylink.com</a> with the Requisition number (e.g., 10401BR) and the needed assessment link.
What if I need an accommodation to take the assessment?	CenturyLink provides accommodations in testing conditions to qualified applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. CenturyLink's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for test accommodations is evaluated on a case-by-case basis. If you think you need a test accommodation, please send an email to <a href="mailto:hr.testing@centurylink.com">hr.testing@centurylink.com</a> .

**Resources for preparing for the Repair Basic PC Skills Assessment:** No practice or preparation is necessary. You will respond to both multiple-choice and simulation items that will measure your ability to perform basic computer tasks.

**PLEASE NOTE:** The purpose of this guide is to provide information which will assist all candidates in their performance during the Repair Basic PC Skills Assessment. Your performance is determined by many things such as your education, experiences and skills.