

# Basic Skills Test Fact Sheet



## THE BASICS

The Basic Skills Test (BST®) series consists of 15 tests which measure skills and abilities important for success in front-line administrative, operations and CSR/call center work. The tests are designed for ease of use and are published separately to allow users to select tests that match job requirements.

## Skills and Abilities Assessed

**Reasoning** – measures the ability to analyze and evaluate information and to arrive at conclusions correctly. It includes making judgments regarding accuracy of information, application of rules and procedures, data classification, and the understanding and application of underlying principles.

**Perceptual Ability** – measures the ability to perceive detailed information quickly and accurately, including both verbal and numerical materials. It includes the ability to classify and code information, as well as to see differences in small detail.

**Numerical Ability** – measures the ability to perform mathematical calculations quickly and accurately. It includes the ability to apply reasoning processes to determine the appropriate arithmetic operations for solving a problem.

**Verbal Ability** – measures the ability to understand and use language correctly and effectively. It includes the ability to read, understand, and interpret written materials, as well as to recognize the meanings of words and concepts associated with them.

## Target Population/Types of Jobs

Applicants for a wide range of customer service, administrative, and clerical positions regardless of industry.

## Test Titles

Language Skills	Decision Making	Classifying
Reading Comprehension	Following Oral Directions	Coding
Vocabulary	Following Written Directions	Filing Names
Computation	Forms Checking	Filing Numbers
Problem Solving	Reasoning	Visual Speed and Accuracy

## Languages

English, some forms available in Spanish

## BENEFITS

The BST® is proven to help hire top performers who exhibit:

- Increased Productivity
- Higher Quality Work
- Fewer Mistakes
- Less Supervision Required
- Less Training Time Required



## ADMINISTRATION AND SCORING

### Test Length

Approximately 5 to 10 minutes (varies by test/form)

### Administration

Group or Individual

### Test Mode(s)

Computer/Web-based; Paper and Pencil

### Scoring Options

- Computer automated scoring
- Hand scoring using templates
- On-site optical scanning/scoring

## TECHNICAL OVERVIEW

### Test Development

Two sources of information were used to identify test content: a) comprehensive task analysis; and b) research literature. Throughout the test development and validation process, special consideration was given to meeting professional standards as embodied in the professional literature and as codified in Standards for Educational and Psychological Testing (1985) and Principles for the Validation and Use of Personnel Selection Procedures (2003). Legal requirements as specified in the Uniform Guidelines on Employee Selection Procedures (1978) were also considered.

### Supplemental Documentation

The Technical Manual describes test development, reliability, validity, fairness, and utility.

The Addendum describes meta-analysis of several Basic Skills Tests validity studies.

The Administrator's Guide provides guidance on administering the assessment and interpreting the score reports.

The Equivalency report provides extensive research for mixed-mode testing between web-based and paper-based test delivery.

### Test Use

Tests may be used separately or in conjunction with alternative assessments; scores may be banded with a pass/fail or used in ranking examinees.

### Reliability

BST score reliabilities (alternate form) range from .72 to .90. Battery reliability is higher due to test development.

### Fairness

Scores have been found to be fair to racial/ethnic, gender, and age groups in predicting job performance.

### Administration Requirements

No formal training required; tests designed to be user friendly; detailed instructions provided in Administrator's Guide.

### Test Interpretation

Norms available for general workforce and are industry-specific. Local norms can be developed.

### Item Format

Multiple Choice