

**Study Guide  
for  
Office Assistant 1  
Access Authorization**

**Test No. 2713**

**April, 2006**

**Performance Assessment Services  
Southern California Edison**

## **Introduction**

The Office Assistant 1 – Access Authorization Test is a job knowledge test designed to cover the major knowledge categories necessary to perform the job. This guide contains strategies to use for taking tests and a study outline, which includes knowledge categories, major job activities, and study references.

## **Test Scheduling**

Employees will be scheduled for testing by their Supervisor through Human Resources. Applicants will be scheduled through the recruiter. If you do not pass the test on your first attempt, please refer to the testing guidelines on Myedison.net (employees only) or call 626-302-9830.

## **Test Session**

It is important that you follow the directions of the Test Administrator *exactly*. If you have any questions about the testing session, be sure to ask the Test Administrator before testing begins. During testing, you may not leave the room, talk, smoke, eat, or drink. Since some tests take several hours, you should consider these factors before the test begins.

All questions on this test are multiple-choice with four possible answers. Your answers to the questions are indicated by filling in a circle on an answer sheet with a special mark-sense pencil. For your answers to be read accurately by the scanner, you must fill in the circles completely and erase completely any answer you wish to change.

**The test has a 3 hour time limit, and no study aids are allowed when taking this test.**

You will receive a Test Comment form so that you can make comments about test questions. Write any comments you have and turn it in with your test when you are done.

## **Study Guide Feedback**

At the end of this guide you have been provided with a Study Guide Feedback page. If a procedure or policy has changed, making any part of this guide incorrect, your feedback would be appreciated so that corrections can be made.

# Test Taking Strategies

## Introduction

The Office Assistant 1 – Access Authorization Test contains multiple-choice questions. The purpose of this section is to help you to identify some special features of a multiple-choice test and to suggest techniques for you to use when taking one.

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

Technique	Remarks
<i>Be confident</i>	<ul style="list-style-type: none"><li>• If you feel confident about passing the test, you may lessen your anxiety.</li><li>• Think of the test as a way of demonstrating how much you know, the skills you can apply, the problems you can solve, and your good judgment capabilities.</li></ul>
<i>Be punctual</i>	<ul style="list-style-type: none"><li>• Arrive early enough to feel relaxed and comfortable before the test begins.</li></ul>
<i>Concentrate</i>	<ul style="list-style-type: none"><li>• Try to block out all distractions and concentrate only on the test. You will not only finish faster but you will reduce your chances of making careless mistakes.</li><li>• If possible, select a seat away from others who might be distracting.</li><li>• If lighting in the room is poor, sit under a light fixture.</li><li>• If the test room becomes noisy or there are other distractions or irregularities, mention them to the Test Administrator <i>immediately</i>.</li></ul>
<i>Budget your time</i>	<ul style="list-style-type: none"><li>• Pace yourself carefully to ensure that you will have enough time to complete all items and review your answers.</li></ul>

*Read critically*

- Read all directions and questions carefully.
- Even though the first or second answer choice looks good, be sure to read all the choices before selecting your answer.
- Choose the BEST of the available answers!

*Make educated guesses*

- Make an educated guess if you do not know the answer or if you are unsure of it.

*Changing answers*

- If you need to change an answer, be sure to erase your previous answer completely.

*Return to difficult questions*

- If particular questions seem difficult to understand, make a note of them, continue with the test and return to them later.

*Double check mathematical calculations*

- Use scratch paper to double check your mathematical calculations.

*Review*

- If time permits, review your answers.
- Do the questions you skipped previously.
- Make sure each answer bubble is *completely* filled in. Erase any stray marks on your answer sheet.

Remember, the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.

Additional strategies and test taking information can be obtained by purchasing the following book:

Test-Taking Strategies (2004); J. Kesselman-Turkel & F. Peterson

# Job Knowledge Categories

## **A. Access Authorization Procedures**

Includes knowledge of Access Authorization Procedures and CPF Guidelines associated with the following work processes and job activities:

- A. Visitor Processing
- B. Site Badging
- C. Forgotten / Lost Site Badge
- D. Suspensions
- E. Terminations/Change of Status
- F. Card Key Badge Requests
- G. Lost Card Key Badges
- H. Fingerprint Processing
- I. Personal History Questionnaire Processing
- J. Initial Drug and Alcohol Screen Tests/ Fitness-for-Duty
- K. Badge Hold Points
- L. Emergency Response Personnel (ERP) Assignments
- M. 1410 Access Authorization and Security Badge Process
- N. Safety
- O. Safeguards Information

## **B. Computer Input/Retrieval**

Includes knowledge of Access Authorization data entry procedures and codes, keyboard functions, computer systems, and hardware used for processing, retrieving, verifying, updating, researching, and investing documents, records, reports, etc. Knowledge of Access Authorizations guidelines and procedures used to locate, file, print, and distribute documents, records, reports, etc. using computer software and/or hardware. Knowledge of how to operate and perform general maintenance (e.g., refilling paper, toner/ink, etc.) on copy machines, printers, and/or other office equipment as needed. Knowledge of how to verify documents, records, etc. for completeness and accuracy prior to processing. Below is a list of the specific computer systems and transactions performed in Access Authorization.

- A. T2000 computer system transactions
  - ERP assignments
  - Training attainments
  - Scheduling
- B. SEAS computer system transactions
- C. Generation of CPF reports
- D. NDMS

## **Computer Input/Retrieval *continued***

- A. PADS
- B. CRS

### **C. Leadership, Interpersonal, and Instructional Skills**

Includes knowledge of information gathering techniques and sources to provide oral and written direction/instruction or training to Office Assistant 2s and/or other internal customers on how to complete forms, processes, and/or assignments (projects and tasks). Knowledge of how to prioritize work, projects, or tasks in order to meet deadlines and monitor the workload, progress, and training needs of Office Assistant 2s. Knowledge and ability to conduct training for Office Assistant 2s or others as directed by supervision. Knowledge of organizational policies, procedures, and practices in order to author (i.e., create) desk instructions, solve task or work related problems, arrange and schedule desk coverage for Office Assistant 2s, and assist internal customers. Knowledge of the type and location of information contained in intranet, databases, and/or other sources used to communicate with and assist internal customers. Knowledge of how, and ability to, collaborate with others in order to complete projects, build relationships with people and/or departments, cooperate, manage, and resolve problems/conflict with others, and demonstrate interpersonal skills (i.e., tact, diplomacy, etc.) at all times when interacting with others.

## Study References

Below is a combined list of the study references for the major knowledge categories and material contained on the test. All study reference materials can be obtained via NDMS and/or the supervisor(s) in Access Authorization.

SO123-XXIII-4.1	AUTHORIZATION AND ISSUANCE OF SECURITY PHOTO-IDENTIFICATION BADGES
SO123-XXIII-4.2	PERSONNEL SCREENING PROGRAMS FOR UNESCORTED ACCESS
SO123-XXIII-4.3	SCREENING DEFICIENCIES AFFECTING UNESCORTED ACCESS AND ACCESS TO SAFEGUARDS INFORMATION
SO123-XXIII-4.4	PERSONNEL ACCESS DATA SYSTEM (PADS)
SO123-XV-6	FITNESS FOR DUTY: SONGS CONTINUAL BEHAVIOR OBSERVATION PROGRAM (CBOP)
SO123-XV-7	DRUG AND ALCOHOL TESTING PROGRAM FOR PROTECTED AREA ACCESS AND PROTECTION OF SAFEGUARDS INFORMATION (SI)
SO123-XV-9	REQUIREMENTS FOR ACCESS AND PROTECTION OF SAFEGUARDS INFORMATION (SI)
SO123-XV-13	1410 ACCESS AUTHORIZATION PROCESS FOR PROTECTED AND VITAL AREA ENTRY
SO1-XXIII-5	UNIT 1 INDUSTRIAL AREA ACCESS
SO123-XXI-1.11.3	EMERGENCY PLAN TRAINING PROGRAM DESCRIPTION
SO123-XXI-1.11.8	GENERAL EMPLOYEE TRAINING PROGRAM DESCRIPTION

**Study References *continued***

SO1-XXIII-7	DRUG AND ALCOHOL TESTING PROGRAM FOR UNIT 1 INDUSTRIAL AREA ACCESS
SO123-VII-20	HEALTH PHYSICS PROGRAM
SO123-XV-13.1	SITE ACCESS TO OWNER CONTROLLED AND MESA AREAS
SO123-XV-13.2	VISITOR ACCESS TO OWNER CONTROLLED AREA (OCA) AND MESA AREA
SO123-XV-13.10	SAN ONOFRE NUCLEAR GENERATING STATION PARKING PROGRAM
SO123-XXI-1.2.1	Managing Training Records
10 Code of Federal Regulations, Part 26	
10 Code of Federal Regulations, Part 73.55	
10 Code of Federal Regulations, Part 73.56	
10 Code of Federal Regulations, Part 73.57	
Nuclear Energy Institute (NEI) 03-01	
Nuclear Energy Institute (NEI) 03-05	
ESM: 01.001.001	Behavior in the Workplace: Codes of Conduct
Top Quality Assurance Manual (TQAM) – Chapter 1j	

## Sample Questions

The following are samples of the type of questions that you will encounter in this test. An answer page follows the questions.

- 1. Which identification is needed to gain access to the Protected/Restricted Area?**
  - a. SCE Medical Card Badge
  - b. SCE Identification Card Badge
  - c. Site or Visitor Badge
  - d. Security Badge
  
- 2. What forms are needed when presenting a company change report to the Central Processing Facility?**
  - a. Completed AD(123) 2 and AD (123) 4
  - b. Completed AD(123) 2 and AD (123) 8
  - c. Completed AD(123) 3 and AD (123) 10
  - d. Completed AD(123) 3 and AD (123) 14
  
- 3. Which form must be completed by an individual when reporting a lost site badge?**
  - a. Access Clearance Request
  - b. Termination/Change of Status Notification
  - c. Request for Escorted Access
  - d. Lost Badge

4. **Site training is current if a worker has received the "Worker Orientation Package" within \_\_\_\_\_ months.**
- a. 12
  - b. 14
  - c. 16
  - d. 24

## Answers to Sample Questions

The following are answers to the sample questions on the previous pages.

1. D
2. C
3. D
4. A

# Study Guide Feedback

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

Performance Assessment Services  
GO4, Ground Floor  
8631 Rush St.  
Rosemead, CA 91770

Test Name: **OFFICE ASSISTANT 1 – ACCESS AUTHORIZATION**

Test No: **2713**

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