

## **Sales and Services Associate Exam Questions & Answers**

The parties understand that the Sales & Services Associate exam (CBT 421) has recently been subject to a security breach. As a result of the breach, the exam and related training have been suspended. Exams taken after close-of-business August 22, 2003 are considered invalid and the score will not be considered for any purposes.

This document represents the mutual understanding and agreement of the parties concerning employees who have completed the Sales and Services Associate (SSA) training, however, have not taken the qualifying exam or their exam was invalidated by the suspension.

**Question:** What is the status of employees who have completed the SSA classroom and on-the-job training, however, due to the pending exam revisions, have not taken the exam or their exam was invalidated by the suspension?

**Answer:** Employees who completed their SSA classroom and on-the-job training, will remain in the window position that they bid and are seeking qualification, however, permanent assignment to the position will be deferred until successful completion of the testing. The employee will continue to perform window duties in the hours of this assignment until the test results are received, provided the employee's on-the-job training rating was acceptable.

**Question:** Will SSA employees who have completed training and are working the window be accountable for the amount of their fixed credit?

**Answer:** Yes. An employee shall be financially liable if the employee does not exercise reasonable care in the performance of duties.

**Question:** Will the employee be entitled to out-of-schedule compensation?

**Answer:** No. Out-of-schedule provisions will not apply because this is an extension to the training program.

**Question:** When will the employees be tested?


**Answer:** The employees referenced above will be tested by close of business on November 19, 2003.

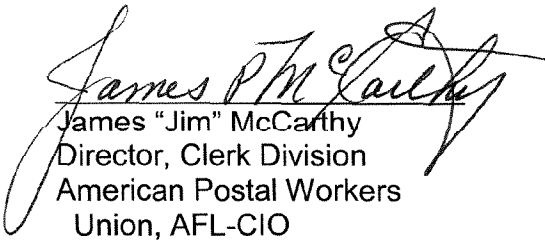
**Question:** Will employees be entitled to any type of brush-up training?

**Answer:** Yes. Employees will receive 40 hours of classroom training.

**Question:** Will employees be allowed to maintain their training materials during this period?

**Answer:** Yes. This will be considered an extension of the training on a one-time basis but the training materials will be stored at the retail unit and not allowed to be taken home.

  
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