New York State
Department of Civil Service

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

State and Local Safety and Security Series

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Table of Contents

A. Introduction 2-3

B. Sample Questions

1. Applying Written Information in a Safety and Security Setting 4-5
2. Following Directions (Maps) 6-7
3. Preparing Written Material 8-9
4. Principles and Practices of Safety and Security 10
5. Safety and Security Methods and Procedures 11
6. Understanding and Interpreting Written Material 12
7. Supervision 13
8. Administrative Supervision 14

C. Practice Test 15-24

D. Practice Test Key 25

E. Test Security 26

INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with some of the written test materials which will be included in the Safety and Security Series. This test guide provides a general description of the most common subject areas which will be tested and an explanation of the different types of questions you may see on the test.

Not all subject areas tested in the Safety and Security Series are covered in this test guide. The Examination Announcement will list the subject areas that will be included on the particular test you will be taking. Some of these subject areas may not be covered in this test guide.

The tests in the series commonly cover the following subject areas:

1. **Applying written information in a safety and security setting –** These questions evaluate your ability to read, interpret and apply rules, regulations, directions, written narratives and other related material. You will be required to read a set of information and to appropriately apply the information to situations similar to those typically experienced in a public safety and security service setting. All information needed to answer the questions is contained in the rules, regulations, etc. which are cited.

2. **Following directions (maps) –** These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

3. **Preparing written material –** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from among four choices, the best order for the sentences.

4. **Principles and practices of safety and security –** These questions test for a knowledge of the proper principles and practices in the field of safety and security. The questions will cover such areas as selecting the best course of action to take in a safety or security related situation.

5. **Safety and security methods and procedures –** These questions test for knowledge of the methods and procedures utilized in safety and security related positions. The questions cover such areas as principles and practices of safety and security precautions in a building or grounds setting, accident prevention, proper response to safety or security related incidents, the investigation of incidents, and the inspection of buildings or grounds for potential safety and/or security problems.

INTRODUCTION (Continued)

6. **Understanding and interpreting written material –** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

7. **Supervision –** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

8. **Administrative supervision –** These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

The remainder of this test guide explains how you will be tested in each subject area listed above. A **TEST TASK** is provided for each subject area. This is an explanation of how a question is presented and how to correctly answer it. Read each explanation carefully. This test guide also provides at least one **SAMPLE QUESTION** for each subject area. The sample question is similar to the type of questions that will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer to each sample question. You should study each sample question and solution in order to understand how the correct answer was determined.

At the end of this test guide we have included a **PRACTICE TEST** which includes additional examples of the types of questions you may see on your written test. Answers are provided in the Practice Test Key so that you can see how well you have done.

SUBJECT AREA 1

APPLYING WRITTEN INFORMATION IN A SAFETY AND SECURITY SETTING: These questions evaluate your ability to read, interpret and apply rules, regulations, directions, written narratives and other related material. You will be required to read a set of information and to appropriately apply the information to situations similar to those typically experienced in a public safety and security service setting. All information needed to answer the questions is contained in the rules, regulations, etc. which are cited.

TEST TASK: You will be given a set of rules, regulations, or other written information to read. You will then be asked a question which requires you to apply the rule to a given situation.

SAMPLE QUESTION:

RULE: While patrolling your grounds or building, keep a notebook and pencil with you. Keep the following emergency phone numbers in the notebook: police, fire department, nearby hospitals, alarm company, your supervisor, and the head of your building.

When you observe something out of the ordinary, take notes. Describe what is unusual, people who are unfamiliar, and any suspicious activity. If a crime or offense takes place, record what happened, who was involved, physical appearance of the suspect, clothing worn by the suspect, time and date, names and phone numbers of witnesses, where suspect was last seen, and any physical evidence found.

SITUATION: While you are doing your rounds at 11:20 p.m. you notice a door that has been left ajar. The door opens to the office of the Assistant Director of your facility. The door is typically closed and locked for the day when the Assistant Director leaves, usually between 5:00 and 6:00 p.m. The office is dark and no one is there.

QUESTION: Based solely on the above Rule and Situation, what, if anything, should be recorded in your notebook?

A. The office was dark when you entered it.
B. No one was in the office.
C. The door was open at 11:20 p.m.
D. No entry needs to be made.

SOLUTION: *The Situation states that while doing your rounds at 11:20 p.m., you notice a door left ajar. This door is typically closed and locked for the day between 5:00 and 6:00 p.m. by the Assistant Director. The question asks what, if anything, you should record about this incident in your notebook. To answer the question, evaluate all of the choices.*

Solution continued on next page.

SUBJECT AREA 1 (Continued)

Choice A *states that you should record in your notebook the fact that the office was dark when you entered it. The Rule states that you should take notes when you observe something out of the ordinary. It is not out of the ordinary for the Assistant Director's office to be dark at 11:20 p.m. since the Assistant Director usually leaves for the day between 5:00 and 6:00 p.m. Choice A is incorrect.*

Choice B *states that you should record in your notebook the fact that no one was in the office. The Rule states that you should take notes when you observe something out of the ordinary. It is not out of the ordinary for the Assistant Director's office to be unoccupied at 11:20 p.m. since the Assistant Director is not usually at work after 6:00 p.m. Choice B is incorrect.*

Choice C *states that you should record in your notebook the fact that the door was open at 11:20 p.m. The Rule states that you should take notes when you observe something out of the ordinary. It is out of the ordinary for the Assistant Director's office door to be open at 11:20 p.m. because the door is typically closed and locked when the Assistant Director leaves for the day, usually between 5:00 and 6:00 p.m. Choice C is the correct answer.*

Choice D *states that you should make no entry in your notebook. The Rule states that you should take notes when you observe something out of the ordinary. It is out of the ordinary for the Assistant Director's office door to be open at 11:20 p.m. because the door is typically closed and locked when the Assistant Director leaves for the day, usually between 5:00 and 6:00 p.m. Choice D is incorrect.*

The correct answer to this sample question is choice ***C****.*

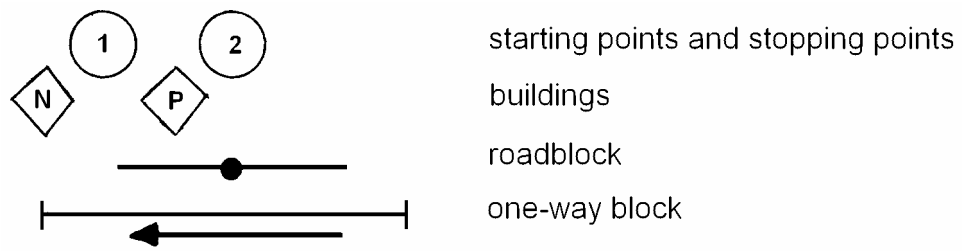
SUBJECT AREA 2

FOLLOWING DIRECTIONS (MAPS): These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

TEST TASK: You will be provided with street maps or building maps. You will then be asked questions which require you to refer to the given maps and related information.

SAMPLE QUESTION:

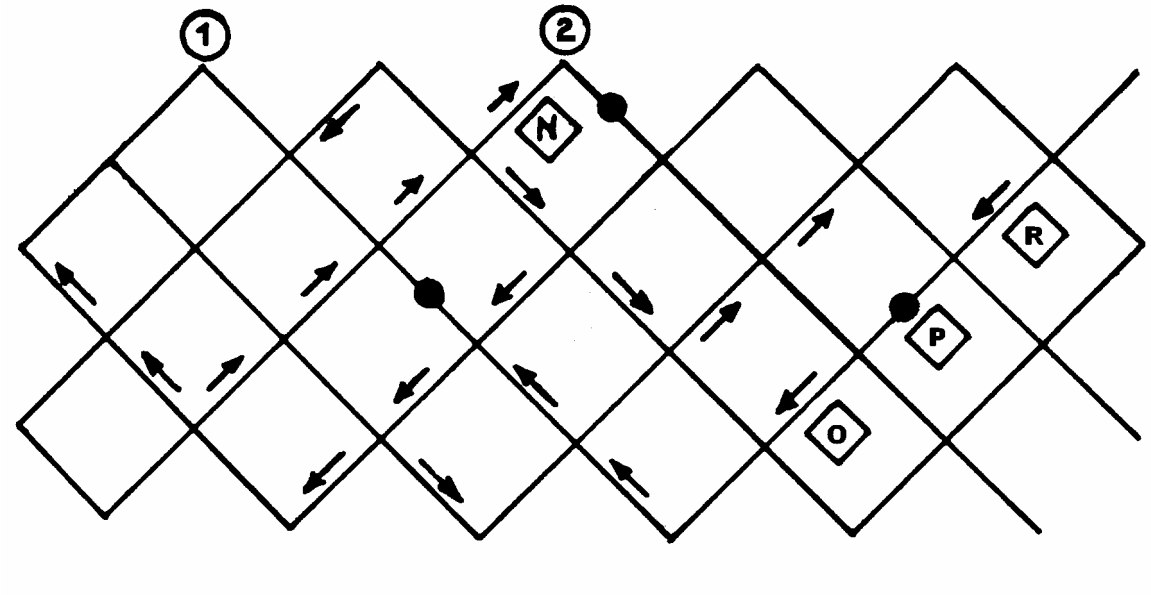
DIRECTIONS: Base your answer to the following question on the sample information and sample map below. The map below shows a section of a city. The circled numbers are starting points and stopping points. Buildings are shown with letters. A roadblock is shown as a dark circle. One-way blocks are shown with an arrow pointing in the direction that you may travel on that block. For example:



You may not go through a roadblock or travel in the wrong direction on a one-way block. You are to answer the question by finding and following the SHORTEST CORRECT route between the two locations given. All blocks are equal in length.

NOTE 1: Blocks may be traveled in either direction UNLESS only one direction is shown by an arrow for that block.

NOTE 2: You “pass” a building when you travel the block NEAREST the building.



SUBJECT AREA 2 (Continued)

QUESTION: Which one of the following is a building you pass on the shortest correct route from point 1 to point 2?

A. N
B. O
C. P
D. R

SOLUTION:

Choice A *is the correct answer to this question. The shortest correct route from point 1 to point 2 is four blocks and passes only building N.*

Choice B *is not correct. You do not pass building O on the shortest correct route from point 1 to point 2.*

Choice C *is not correct. You do not pass building P on the shortest correct route from point 1 to point 2.*

Choice D *is not correct. You do not pass building R on the shortest correct route from point 1 to point 2.*

The correct answer to this sample question is choice ***A****.*

SUBJECT AREA 3

PREPARING WRITTEN MATERIAL: These questions test for the ability to present information clearly and accurately and for the ability to organize paragraphs logically and comprehensibly.

TEST TASK: There are two separate test tasks in this subject area.

- For the first, **Information Presentation**, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version.

- For the second, **Paragraph Organization**, you will be given paragraphs with their sentences out of order, and then be asked to choose, from among four choices, the best order for the sentences.

INFORMATION PRESENTATION SAMPLE QUESTION:

Martin Wilson failed to take proper precautions. His failure to take proper precautions caused a personal injury accident.

Which one of the following best presents the information above?

A. Martin Wilson failed to take proper precautions that caused a personal injury accident.
B. Proper precautions, which Martin Wilson failed to take, caused a personal injury accident.
C. Martin Wilson's failure to take proper precautions caused a personal injury accident.
D. Martin Wilson, who failed to take proper precautions, was in a personal injury accident.

SOLUTION:

Choice A *conveys the incorrect impression that proper precautions caused a personal injury accident.*

Choice B *conveys the incorrect impression that proper precautions caused a personal injury accident.*

Choice C *best presents the original information: Martin Wilson failed to take proper precautions and this failure caused a personal injury accident.*

Choice D *states that Martin Wilson was in a personal injury accident. The original information states that Martin Wilson caused a personal injury accident, but it does not state that Martin Wilson was in a personal injury accident.*

The best answer to this sample question is choice ***C****.*

SUBJECT AREA 3 (Continued)

PARAGRAPH ORGANIZATION SAMPLE QUESTION:

The following question is based upon a group of sentences. The sentences are shown out of sequence, but when correctly arranged, they form a connected, well-organized paragraph. Read the sentences, and then answer the question about the best arrangement of these sentences.

1. Eventually, they piece all of this information together and make a choice.

2. Before actually deciding upon a human services job, people usually think about several possibilities.

3. They imagine themselves in different situations, and in so doing, they probably think about their interests, goals, and abilities.

4. Choosing among occupations in the field of human services is an important decision to make.

Which one of the following is the best arrangement of these sentences?

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

SOLUTION:

Choices A and C *present the information in the paragraph out of logical sequence. In both* ***A*** *and* ***C****, sentence 1 comes before sentence 3. The key element in the organization of this paragraph is that sentence 3 contains the information to which sentence 1 refers; therefore, in logical sequence, sentence 3 should come before sentence 1.*

Choice B *also presents the information in the paragraph out of logical sequence. Choice* ***B*** *places the main idea of the paragraph (Sentence 4) in between two detail sentences (Sentences 1 and 3). The logical sequence of the information presented in the paragraph is therefore interrupted.*

Choice D *presents the information in the paragraph in the best logical sequence. Sentence 4 introduces the main idea of the paragraph: "choosing an occupation in the field of human services." Sentences 2-3-1 then follow up on this idea by describing, in order, the steps involved in making such a choice. Choice* ***D*** *is the best answer to this sample question.*

The best answer to this sample question is choice ***D****.*

SUBJECT AREA 4

PRINCIPLES AND PRACTICES OF SAFETY AND SECURITY: These questions test for a knowledge of the proper principles and practices in the field of safety and security. The questions will cover such areas as selecting the best course of action to take in a safety or security related situation.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of safety and security to answer the questions correctly.

SAMPLE QUESTION:

You are in charge of maintaining order in a room where a large number of people gather to transact business. A woman in the back of one of the lines starts to shout that she has been waiting for an hour and her line "has not moved at all." She continues to protest, and the rest of the crowd is getting restless.

Which one of the following actions would be best to take first in this situation?

A. Escort the woman to the head of the line and make sure her business is transacted promptly.
B. Tell the woman that unless she acts in a more orderly fashion, you will escort her out of the room.
C. Immediately remove the woman from the room.
D. Call the local police and detain the woman until the police arrive.

SOLUTION:

Choice A *is not correct because escorting the woman to the head of the line and making sure her business is transacted promptly is not the best action to take first in this situation. This action could increase the restlessness of the other people who have also been waiting in the same line and will only serve to reinforce the woman's disruptive behavior.*

Choice B *is the correct answer because telling the woman that unless she acts in a more orderly fashion, you will escort her out of the room is the best action to take first in this situation. This action provides the woman with a clear warning to stop her disruptive behavior and advises her of the consequence should she continue to loudly protest the long wait.*

Choice C *is not correct because immediately removing the woman from the room is not the best action to take first in this situation. This action is too harsh based on the situation and could escalate the woman's disruptive behavior.*

Choice D *is not correct because calling the local police and detaining the woman until they arrive is not the best action to take first in this situation. This action is too harsh based on the situation and could escalate the woman's disruptive behavior.*

The best answer to this sample question is choice ***B****.*

SUBJECT AREA 5

SAFETY AND SECURITY METHODS AND PROCEDURES: These questions test for knowledge of the methods and procedures utilized in safety and security related positions. The questions cover such areas as principles and practices of safety and security precautions in a building or grounds setting, accident prevention, proper response to safety or security related incidents, the investigation of incidents, and the inspection of buildings or grounds for potential safety and/or security problems.

TEST TASK: You will be presented with questions in which you must apply knowledge of the methods and procedures utilized in safety and security related positions to answer the questions correctly.

SAMPLE QUESTION:

The most important purpose of patrolling the halls and grounds of a facility is to

A. discourage potential violations of rules or laws
B. give people on site the opportunity to obtain information or advice
C. maintain a routine observation of facility employees and their actions for your records
D. be able to provide assistance to local police authorities by accurately reporting whether unauthorized activity occurs in or near the facility

SOLUTION:

Choice A *is the correct answer because discouraging potential violations of rules or laws is the most important purpose of patrolling the halls and grounds of a facility. Your presence while patrolling the halls and grounds of a facility may be enough to deter potential rule or law violators.*

Choice B *is not correct because giving people on site the opportunity to obtain information or advice is not the most important purpose of patrolling the halls and grounds of a facility. Although giving people on site the opportunity to obtain information or advice may be an important purpose of patrolling the halls and grounds of a facility, it is not the <u>most</u> important purpose.*

Choice C *is not correct because maintaining a routine observation of facility employees and their actions for your records is not the most important purpose of patrolling the halls and grounds of a facility. Although maintaining a routine observation of facility employees and their actions for your records may be an important purpose of patrolling the halls and grounds of a facility, it is not the <u>most</u> important purpose.*

Choice D *is not correct because being able to provide assistance to local police authorities by accurately reporting whether unauthorized activity occurs in or near the facility is not the most important purpose of patrolling the halls and grounds of a facility. Although being able to provide assistance to local police authorities by accurately reporting whether unauthorized activity occurs in or near the facility may be an important purpose of patrolling the halls and grounds of a facility, it is not the <u>most</u> important purpose.*

*The best answer to this sample question is choice **A**.*

SUBJECT AREA 6

UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL: These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

TEST TASK: You will be provided with brief reading passages and then will be asked questions relating to the passages. All the information required to answer the questions will be provided in the passages.

SAMPLE QUESTION: "Increasingly, behavior termed 'road rage' is being viewed as a public health issue, because of the number of deaths and injuries related to it. Such behavior is often a reaction to the feeling that one has been treated unfairly by another driver, and it is much less likely to occur if a driver is treated fairly. 'Fair play' on the road includes the observance not only of traffic regulations but also of the rules of courtesy. Courteous driving is based on common sense consideration for other drivers and a strong desire to make the roads safe for everyone. Good highway manners should become just as much a matter of habit as other kinds of manners."

Which one of the following statements is best supported by the above selection?

A. Courteous driving contributes to road safety.
B. Those who are generally polite are also courteous drivers.
C. Unlike driving courtesy, the observance of traffic regulations is a matter of habit.
D. Being courteous when driving is more important than observing traffic regulations.

SOLUTION: To answer this question correctly, you must evaluate each choice against the written selection and determine the one that is best supported by the written selection.

Choice A *states, "Courteous driving contributes to road safety." Choice A is supported by the statement in the written selection that, "Courteous driving is based on…a strong desire to make the roads safe for everyone." This is the correct answer.*

Choice B *states, "Those who are generally polite are also courteous drivers." Choice B is not supported by the written selection. The written selection does not mention "those who are generally polite" at all. Choice B is not the correct answer to this question.*

Choice C *states, "Unlike driving courtesy, the observance of traffic regulations is a matter of habit." Choice C is not supported by the written selection. The written selection makes no such bold statement. Instead, the written material mildly suggests that "Good highway manners should become just as much a matter of habit as other kinds of manners." Choice C is not the correct answer to this question.*

Choice D *states, "Being courteous when driving is more important than observing traffic regulations." Choice D is not supported by the written selection. The written selection states, "'Fair play' on the road includes the observance not only of traffic regulations but also of the rules of courtesy." The written selection does not state that being courteous is more important than observing traffic regulations. Choice D is not the correct answer to this question.*

The correct answer to this sample question is choice ***A****.*

SUBJECT AREA 7

SUPERVISION: These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of supervision in order to answer the questions correctly.

SAMPLE QUESTION:
Assume that the unit you supervise is given a new work assignment and that you are unsure about the proper procedure to use in performing this assignment. Which one of the following actions should you take FIRST in this situation?

A. Obtain input from your staff.
B. Consult other unit supervisors who have had similar assignments.
C. Use an appropriate procedure from a similar assignment that you are familiar with.
D. Discuss the matter with your supervisor.

SOLUTION:

Choice A *is not correct. Since this assignment is new for your unit, your staff would not be expected to be more knowledgeable than you about the proper procedure.*

Choice B *is not correct. Although discussing this matter with other supervisors may increase your knowledge of the new assignment, similar assignments performed in other units may differ in some important way from your new assignment. Other units may also function differently from your unit, so the procedures used to perform similar assignments may differ accordingly.*

Choice C *is not correct. Since this assignment is new for your unit, you would have no way of knowing whether the procedure from a similar assignment is appropriate to use. You would need someone with the appropriate knowledge, usually your supervisor, to determine if the procedure from a similar assignment could be used before you actually employed this procedure in the performance of your new assignment.*

Choice D *is the correct answer to this question. Your supervisor is more likely to be informed about what procedure may be appropriate for work that he or she assigns to you than would other unit supervisors or your staff. Even if your supervisor does not know what procedure is appropriate, a decision regarding which procedure to use should be made with his or her participation, since he or she has the ultimate responsibility for your unit's work.*

The correct answer to this sample question is choice ***D****.*

SUBJECT AREA 8

ADMINISTRATIVE SUPERVISION: These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of administrative supervision to answer the questions correctly. You will be placed in the role of a supervisor of a section, which is made up of several units. Each unit has a supervisor and several employees. All unit supervisors report directly to you.

SAMPLE QUESTION:

You have delegated a work project to two unit supervisors and have asked them to collaborate on it. Later, you observe two employees strongly arguing about which one of them is responsible for a certain activity within the work project. The arguing employees work for different units. Which one of the following actions is most appropriate for you to take in this situation?

A. Intercede in the employees' argument and settle it.
B. Meet with the unit supervisors of the two employees and inform them of the situation you observed.
C. Inform one unit supervisor of the situation and ask this supervisor to take care of it.
D. Set up a meeting that includes both unit supervisors and both employees to resolve the situation.

SOLUTION:

Choice A *is not correct. In your position, you supervise properly by giving direction through your unit supervisors. By taking this choice, you are not allowing your unit supervisors to handle a problem involving their staff members. Also, it is not reasonable that you would be able to settle the employees' dispute. Earlier, you delegated the work project to the two unit supervisors, who would be responsible for assigning activities related to the project. The two unit supervisors must deal with the problem.*

Choice B *is the correct answer to this question. The two unit supervisors are collaborating on the work project and therefore giving the assignments. You should meet with them and tell them about the employees' argument. The unit supervisors should be informed about the point of contention and the fact that the two employees had a heated argument. The unit supervisors must then work out a way to handle the situation.*

Choice C *is not correct. Speaking to only one supervisor about the situation means that the second supervisor may be uninformed, or only partly informed, about the situation. You cannot be assured that the first supervisor will include the second supervisor in finding a way to settle the issue. If the first unit supervisor chooses to handle the situation on his own and speak to both employees, this supervisor would be giving direction to one employee from another unit. This is not good supervisory practice. Also, in taking Choice C, you are favoring one supervisor and slighting the other.*

Choice D *is not correct. The unit supervisors need to come up with a way of handling the situation that you observed. To do this, they must be informed without the employees present. Also, by including the employees in the meeting, you may get a replay of their earlier argument, which is not helpful.*

The correct answer to this sample question is choice B.

PRACTICE TEST

Below and on the following pages are additional examples of the types of questions that will be on the written test for the Safety and Security Series. The answers are given on page 25. Good luck!

APPLYING WRITTEN INFORMATION IN A SAFETY AND SECURITY SETTING

DIRECTIONS: The following two questions evaluate your ability to read and interpret a specific rule and apply it to a given situation or situations. Each question or set of questions is given with a **RULE** along with a **SITUATION** or situations. You should base your answers to these questions upon the information provided and **NOT** upon any other information you may have on the subject.

1. **RULE:** A security officer is to obey all lawful regulations of the employer and all orders of a police officer in police matters. The security officer is to assist and cooperate with police officers in preserving the peace. Where police are on the scene, on duty and off duty security personnel should identify themselves as security officers and offer assistance. The police officer's directives and judgment shall prevail.

SITUATION: When leaving work for the day, you see that a motor vehicle accident has taken place on the highway near your workplace. You approach the accident in your car and see that a police officer is on the scene. You inform the police officer that you are a security officer. Traffic is stopped.

According to the above Rule, under which one of the following conditions, if any, should you take control of directing traffic in this Situation?

A. The police officer instructs you to direct traffic.
B. You regularly direct traffic as part of your job.
C. You should not direct traffic because you are off duty.
D. You should not direct traffic because the highway is not on facility property.

2. **RULE:** If a law enforcement officer is required to be at a mental health facility, the officer will be required to lock his weapon in a designated gun cabinet and retain the only key. In areas where gun cabinets are not available, the law enforcement officer shall be asked to remove the bullets from his weapon and retain the weapon. The only other allowable option is for the officer to lock the weapon in his patrol car.

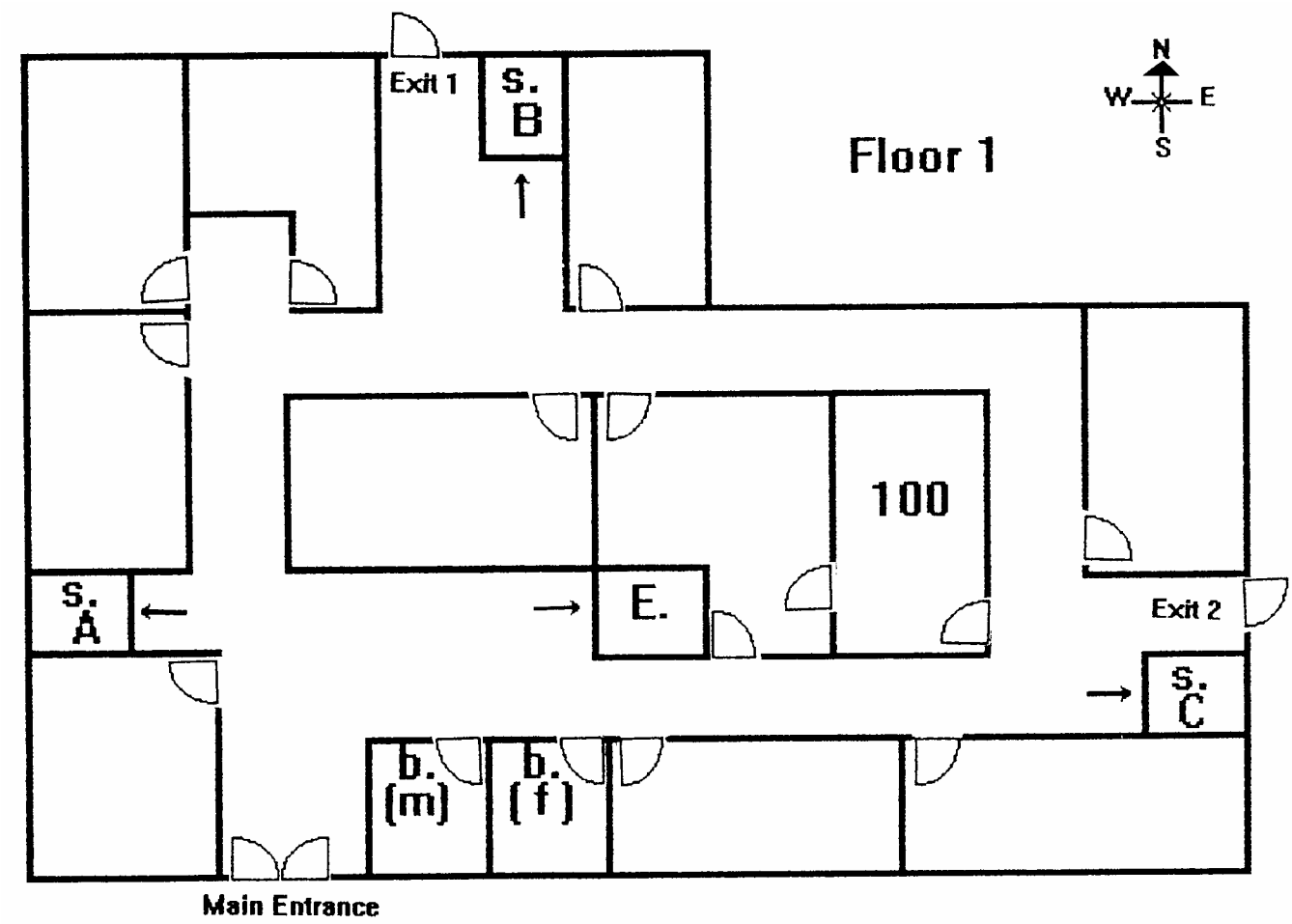
SITUATION: During rounds as a security officer in a mental health facility with no gun control cabinets available, you come upon a law enforcement officer whom you know to be a firearms instructor. You allow the officer to enter the building with his weapon.

Based solely on the above Rule and Situation, in which one of the following cases is your action correct?

A. The officer has stated that his police agency prohibits an officer from locking a weapon in his patrol car.
B. The officer has stated that he would be willing to put his weapon in a gun cabinet.
C. The officer has shown you a letter stating he must attend a meeting at the facility today on the topic of firearm instruction.
D. The officer has removed the bullets from his weapon.

FOLLOWING DIRECTIONS (MAPS)

DIRECTIONS: The following map presents a diagram of a floor of an office building. You should become familiar with the map and interpret it with the legend provided. Use the map to answer the questions on the next page.



Legend:

Office Numbers appear inside the rooms; e.g., 100 = Office No. 100

E. = Elevator
s. = Stairwell; e.g., s.C = Stairwell C
b. = bathroom; e.g., b.(m) = bathroom (male)
b.(f) = bathroom (female)

Assume that people receiving directions are able-bodied unless otherwise noted.

→ = the entrance to a stairwell or elevator used to access other floors in the building

or = doors to an office or the building

FOLLOWING DIRECTIONS (MAPS) (Continued)

3. For a person in Office No. 100, which one of the following is the most direct route to leave the building in an emergency?

A. through exit 1
B. through exit 2
C. through stairwell C
D. through the Main Entrance

4. Which one of the following routes is the best to take if the elevator is out of service and a person standing directly inside the main entrance wants to get from Floor 1 to Floor 2 in the most efficient way?

A. Walk straight, take the second right, take the first left and take stairwell B to the second floor.
B. Walk straight, take the second right, walk straight, take the next right, take the first left and take stairwell C to the second floor.
C. Walk straight, take the first right, walk straight and take stairwell C to the second floor.
D. Walk straight, take the first left and take stairwell A to the second floor.

PREPARING WRITTEN MATERIAL

DIRECTIONS: Read the information given in the following two questions carefully. Then select the choice which presents the information most clearly, accurately, and completely.

5. Senator Martinez met with the county legislature. Then Senator Martinez announced that the meal subsidy program would start in June.

Which one of the following best presents the information given above?

A. After meeting with the county legislature, Senator Martinez announced that the meal subsidy program would start in June.
B. Senator Martinez met with the county legislature and announced that the meal subsidy program would start in June.
C. Senator Martinez announced that the meal subsidy program would start in June after a meeting with the county legislature.
D. Senator Martinez, who met with the county legislature, announced that the meal subsidy program would start in June.

6. Frank Colombe wrote the press release. He sent three copies to the Director. The Director then gave one of the copies to the Commissioner.

Which one of the following best presents the information given above?

A. Frank Colombe sent to the Director three copies of the press release he had written, who then gave a copy to the Commissioner.
B. Frank Colombe sent three copies of the press release he had written to the Director, who then gave one of the copies to the Commissioner.
C. The Director gave the Commissioner one of the three copies of the press release Frank Colombe had written and had been sent to him.
D. Of the three copies of the press release Frank Colombe had written and sent to the Director, one was then given to the Commissioner by him.

PREPARING WRITTEN MATERIAL (Continued)

DIRECTIONS: The following two (2) questions are based upon a group of sentences. The sentences are shown out of sequence, but when they are correctly arranged they form a connected, well-organized paragraph. Read the sentences and then answer the question about what order to arrange them in.

7.

1. The phosphates in detergents are carried into sewage systems, and from there into local rivers and streams, and eventually into large bodies of water.

2. The algae absorb much of the available oxygen that is necessary to sustain marine life.

3. There is no doubt that phosphates damage the environment through a complex chain of events.

4. Phosphates are nutrients, and, as such, they aid the growth of the algae living in the water.

5. This results not only in the death of fish and other aquatic life, but also in the too-thick growth of vegetation in the water.

Which one of the following is the best arrangement of these sentences?

A. 1-3-4-2-5
B. 1-4-2-5-3
C. 3-1-4-2-5
D. 3-4-2-1-5

8.

1. Never before has time been measured at a speed beyond the realm of experience.

2. Just how profound an effect it is having on society is as yet to be determined.

3. The computer has accelerated our sense of time beyond anything we have experienced before.

4. Though it is possible to conceive of an interval that brief and even to manipulate time at that speed, it is not possible to experience it.

5. It works in a time frame in which the nanosecond—a billionth of a second—is the primary measurement.

Which one of the following is the best arrangement of these sentences?

A. 1-2-3-5-4
B. 1-4-3-5-2
C. 3-2-5-4-1
D. 3-5-4-1-2

9. You are on patrol in a radio-equipped car at night. You discover that a large drum of gasoline near a garage on the property is punctured and is rapidly spilling gasoline on the ground around the building.

Which one of the following actions should you take first in this situation?

A. Submit a written report of the incident to your supervisor.
B. Report the matter to headquarters.
C. Examine the puncture to see if it was accidental or deliberate.
D. Check other drums or containers around the building for punctures.

10. You hear shouting on the second floor of a building where you are on duty. Upon arriving at the scene, you see two building employees engaged in a fist fight in the hall.

Which one of the following actions should you take first in this situation?

A. Report the matter to the supervisors of the two employees.
B. Ask observers how the fight started.
C. Call for assistance.
D. Break up the fight.

SAFETY AND SECURITY METHODS AND PROCEDURES

11. Complaints relating to suspicious activity, especially at night, are often groundless. Which one of the following is the best way of handling such a complaint?

A. Analyze the nature of the complaint to make sure that it is justifiable before dispatching anyone to the scene.
B. Consider the complaint justified only if it corresponds to similar complaints in the same area.
C. Take no action on the complaint, but make a record of it.
D. Attend to the complaint immediately on the assumption that it is justified.

12. In the course of an investigation, you are interviewing a person who is over-talkative. Which one of the following is the best method for you to use in order to obtain the facts which you seek?

A. Tell the witness to talk only about the facts you are interested in.
B. Place a time limit on the witness's answers to your questions.
C. Make it clear that you want only "yes" or "no" answers to your questions.
D. Guide the conversation toward the subject of interest when the witness talks about subjects clearly not relevant to the interview.

UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL

DIRECTIONS: The following two questions are related to the reading selection preceding each question. Base your answer to the question SOLELY on what is said in the selection – NOT on what you may happen to know about the subject discussed.

13. “The increasing demands upon our highways from a growing population and the development of forms of transportation not anticipated when the highways were first built have brought about congestion, confusion, and conflict, until the yearly toll of traffic accidents is now at an appalling level. If the death and disaster that traffic accidents bring throughout the year were concentrated into one calamity, we would shudder at the tremendous catastrophe. The loss is no less catastrophic because it is spread out over time and space.”

Which one of the following statements concerning the yearly toll of traffic accidents is best supported by the passage above?

A. It is increasing the demands for safer means of transportation.
B. It has resulted in increased congestion, confusion, and conflict on our highways.
C. It has resulted mainly from the new forms of transportation.
D. It does not shock us as much as it should because the accidents do not all occur at the same time.

14. "Depression is one of the top public health problems in the United States, and its occurrence is on the rise. One in 20 Americans develops a case of depression serious enough to require professional treatment. The incidence of depression has been escalating among Baby Boomers (Americans born in the years 1946 through 1964). The reason for this increase is that the lifestyles of this generation have become increasingly demanding while offering little support. Also, stress and poor eating habits are now more the rule than the exception, and both can disrupt brain chemistry enough to bring on depression."

Which one of the following statements is best supported by the above selection?

A. We can expect a small proportion of the population to require treatment for depression at some time in their lives.
B. Baby Boomers have the highest rate of depression in the United States.
C. Lifestyle demands are the major cause of depression in the current generation.
D. Depression can cause a disruption in the chemistry of the brain.

SUPERVISION

DIRECTIONS: For the following two questions, assume that you are the newly appointed supervisor of a unit consisting of several employees. You report to a section head.

15. You have a suspicion that some of your employees are not working to the best of their abilities. Which one of the following actions should you take first in this situation?

A. Arrange for these employees to take a course in organizing priorities.
B. Determine which employee is the worst offender.
C. Assess the assignments and work methods of these employees.
D. Set up a meeting with these employees to learn about any work problems they are having.

16. As you are giving an employee a certain assignment, she expresses concern that it is too difficult. The employee is reluctant to accept the assignment. Which one of the following actions should you take first in this situation?

A. Insist that the employee take on the assignment.
B. Tell the employee that it is likely she has completed assignments of similar difficulty before.
C. Offer to share the tasks of the assignment with the employee.
D. Ask the employee why she sees the assignment as difficult.

ADMINISTRATIVE SUPERVISION

DIRECTIONS: For the following two questions, assume that you supervise a section composed of several units. Each unit has a supervisor and several employees. All unit supervisors report directly to you.

17. Assume that you are the head of a section made up of four units, each of which is responsible for similar work. The work volume of one of the units of the section has permanently decreased to the point that the supervisor of that unit now is responsible for much less work than any of the other three unit supervisors. Of the following, which determination should you as the section head make first in this situation?

A. Can other or additional tasks be assigned to this unit?
B. Can the unit supervisor function as assistant section head?
C. Can the unit supervisor's position be reclassified or reallocated?
D. Can the section be reorganized into three units?

18. In which one of the following circumstances should you try to reduce turnover in the section you supervise?

A. The turnover is higher than that of other sections.
B. The turnover reduces the number of highly experienced employees.
C. The turnover lowers the efficiency of the section.
D. The turnover requires unit supervisors to spend a moderate amount of time in training new employees.

PRACTICE TEST KEY

(1) A
(2) D
(3) B
(4) D
(5) A
(6) B
(7) C
(8) D
(9) B
(10) C
(11) D
(12) D
(13) D
(14) A
(15) C
(16) D
(17) A
(18) C

TEST SECURITY

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CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this guide to familiarize yourself with some of the material which the test will cover.
- Study and review the subject areas to be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other materials as instructed on the admission notice or the announcement.
- Do **NOT** bring this test guide to the test site.

At the test site …

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

During the test ...

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

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2010