New York State
Department of Civil Service

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Dietitian and Nutritionist Series

Opportunities at work.

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Governor

INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Dietitian/Nutritionist Series. This test guide provides a general description of the subject areas which will be tested and the different types of questions you may see on the test.

The written test for the Dietitian/Nutritionist Series has an overall time allowance of 5 hours. The following lists all of the subject areas that are included in this series. The exam announcement will tell you which of the following subject areas you will be tested on.

1. **Administration –** These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.

2. **Advanced nutrition and dietetics –** These questions test for an advanced knowledge of nutrition and dietetics, with emphasis on the needs of medical patients and other client groups of special concern. Topics may include the assessment of nutritional needs, nutritional care planning, and the provision of therapeutic diets.

3. **Advising and interacting with others–** These questions test for the ability to interact with other people, to gather and present information, and to provide assistance and advice in a courteous and professional manner.

4. **Basic nutrition and dietetics –** These questions test for knowledge of basic nutrition and dietetics, including such areas as the nutritional value of foods, nutritional needs of client populations, balanced diets, foods and their relationship to health, and food purchasing and preparation.

5. **Food preparation and service programs –** These questions test for knowledge of large-scale food preparation and service, with an emphasis on maintaining standards of food quality, nutrition, safety, and sanitation.

6. **Office Record Keeping –** These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

7. **Patient/client dietary care –** These questions test for knowledge of the relationship of nutrient intake to health and to restorative and rehabilitative medical treatment. Topics may include the selection of foods in accordance with a person's preferences, history and medical condition; foods included/excluded in commonly used special diets; and providing counseling and education about nutritional needs.

8. **Planning and developing in-service training programs –** These questions will test a candidate's understanding of training principles and techniques. The questions may cover such topics as developing, organizing, delivering, and assessing staff training; basic teaching concepts; and determining participants' progress. The questions may be based on both group and individual training.

INTRODUCTION (continued)

9. **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 four suggestions, the best order for the sentences.

10. **Providing services to woman, infants, and children:** These questions test for knowledge of the special needs of the WIC program service population. Topics may include maternal and pediatric nutrition, breastfeeding and its relationship to the health, nutrition and development of the infant, and common nutritional problems of the economically disadvantaged.

11. **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

The remainder of this test guide explains how you will be tested in each of the subject areas listed. A **TEST TASK** is provided for each subject area. This is an explanation of how a question will be presented and how to correctly answer it. Read each explanation carefully. This test guide provides at least one **SAMPLE QUESTION** for each subject area. The sample questions will be similar to what will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer(s) to each sample question. You should study these in order to understand how the correct or best answers were determined.

SUBJECT AREA 1

ADMINISTRATION: These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting. There will be 15 questions in this subject area on the written test.

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

SAMPLE QUESTION:

Which one of the following is the **most** important reason to record a new policy in writing once it has been adopted?

A. to ensure the acceptance of the new policy by staff
B. to minimize confusion in the interpretation of the new policy
C. to stop the practice of giving special consideration to individual cases
D. to ensure that the policy is integrated into the organization's mission

SOLUTION:

*This question asks for the **most** important reason to record a new policy in writing*.

***Choice A** is not correct. Staff must be brought into the process of policy development before the policy is adopted to decrease possible staff resistance to the new policy.*

***Choice B is the correct answer to this question.** The written record of the policy will serve as the definitive reference for issues or situations that the policy covers.*

***Choice C** is not correct. Organizational policies serve as a guide to provide consistency in decision-making for those cases that are covered by the policy, but no policy will cover every possible circumstance or situation. There may be exceptional cases with special circumstances that are not fully covered by the policy. These exceptional cases must be considered individually on a case by case basis.*

***Choice D** is not correct. Having a policy in writing will not ensure that the policy is integrated into the organization's mission. Integration of the policy into the organization's mission should have occurred when the policy was being drafted.*

The correct answer to this sample question is B.

SUBJECT AREA 2

ADVANCED NUTRITION AND DIETETICS: These questions test for an advanced knowledge of nutrition and dietetics, with emphasis on the needs of medical patients and other client groups of special concern. Topics may include the assessment of nutritional needs, nutritional care planning, and the provision of therapeutic diets. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of advanced nutrition and dietetics in order to answer the question correctly.

SAMPLE QUESTION:

An excess of which one of the following can leach calcium from bones?

A. carbohydrates
B. protein
C. trans fat
D. saturated fat

SOLUTION:

Choice A *is not correct. Excess carbohydrates may increase the chance of excessive caloric intake, which may lead to weight gain, but do not affect the amount of calcium in bones.*

Choice B *is the correct answer to this question. As a body digests protein, it releases acids into the bloodstream, which the body neutralizes by drawing calcium from the bones. Too much protein over an extended period of time can permanently weaken bones.*

Choice C *is not correct. Excess trans fats increase the risks of cardiovascular illnesses, but do not leach calcium from bones.*

Choice D *is not correct. Too much saturated fat can have adverse impacts on health, but does not affect the amount of calcium in bones.*

The correct answer to this sample question is B.

SUBJECT AREA 3

ADVISING AND INTERACTING WITH OTHERS: These questions test for the ability to interact with other people, to gather and present information, and to provide assistance and advice in a courteous and professional manner. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with a variety of situations in which you must apply knowledge of how best to interact with other people.

SAMPLE QUESTION:

A person approaches you expressing anger about a recent action by your department. Which one of the following should be your **first** response to this person?

A. Interrupt to say you cannot discuss the situation until he calms down.
B. Say you are sorry that he has been negatively affected by your department's action.
C. Listen and express understanding that he has been upset by your department's action.
D. Give him an explanation of the reasons for your department's action.

SOLUTION:

Choice A *is not correct. It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate him further.*

Choice B *is not correct. Apologizing for your department's action implies that the action was improper.*

Choice C *is the correct answer to this sample question. By listening and expressing understanding that your department's action has upset him, you demonstrate that you have heard and understand his feelings and point of view.*

Choice D *is not correct. While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.*

The correct answer to this sample question is C.

SUBJECT AREA 4

BASIC NUTRITION AND DIETETICS: These questions test for knowledge of basic nutrition and dietetics, including such areas as the nutritional value of foods, nutritional needs of client populations, balanced diets, foods and their relationship to health, and food purchasing and preparation. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of basic nutrition and dietary guidelines for individuals in order to answer the question correctly.

SAMPLE QUESTION:

Which one of the following groups of nutrients do products in the milk group primarily provide?

A. calcium, potassium, Vitamin D
B. dietary fiber, Vitamin A, Vitamin E
C. folate, dietary fiber, Vitamin C
D. protein, B vitamins, iron

SOLUTION:

Choice A *is the correct answer to this question. According to the United States Department of Agriculture's MyPyramid, foods in the milk group primarily provide calcium, potassium, and Vitamin D.*

Choice B *is not the correct answer to this question. Dietary fiber, Vitamin A, and Vitamin E are primarily provided by foods in the vegetable group.*

Choice C *is not the correct answer to this question. Folate, dietary fiber, and Vitamin C are primarily provided by foods in the fruit group.*

Choice D *is not the correct answer to this question. Protein, the B vitamins, and iron are primarily provided by foods in the meat and beans group.*

The correct answer to this sample question is A.

SUBJECT AREA 5

FOOD PREPARATION AND SERVICE PROGRAMS: These questions test for knowledge of large-scale food preparation and service, with an emphasis on maintaining standards of food quality, nutrition, safety, and sanitation. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of maintaining standards of food quality, nutrition, safety, and sanitation in large scale food preparation.

SAMPLE QUESTION:

Assume that all of the following foods will be stored in the same refrigerator. Which one of the following should be stored on the topmost shelf?

A. ground beef
B. poultry
C. frosted cake
D. fresh fish

SOLUTION:

Choice A *is not the correct answer to this question. Ground beef should be stored below ready-to-eat foods, so no juices drip and contaminate the prepared foods below.*

Choice B *is not the correct answer to this question. Poultry should be stored below ready-to-eat foods, in order to avoid possible contamination of the foods below.*

Choice C *is the correct answer to this question. In order to avoid cross-contamination, ready-to-eat foods should be stored above any uncooked or raw foods.*

Choice D *is not the correct answer to this question. Fresh fish should not be stored above ready-to-eat foods, so it does not cross-contaminate them.*

The correct answer to this sample questions is C.

SUBJECT AREA 6

OFFICE RECORD KEEPING: These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. There will be 15 questions in this subject area on the written test.

TEST TASKS:

The test consists of two or more "sets" of questions. Each set involves a different type of problem. Some examples of typical record keeping problems are:

- the organization or collation of data from several sources
- scheduling
- maintaining a record system using running balances
- completion of a table summarizing data using totals, subtotals, averages and percents.

NOTE: Only one type of problem set is presented in this Test Guide for this subject area. The actual test may or may not have a set of this type. It will certainly have at least one set involving a different type of problem.

On the following pages are two tables, three sample questions based on the tables, and the solutions to the questions. Please look at the tables, and read both the questions and the solutions carefully.

- After each of the sample questions are four choices: for most questions, three choices are numbers and one choice is the statement, “none of the above.” For these questions, once you have completed your computations, select either the choice which is the same as your answer, or, if no choice matches your answer, select “none of the above.”

- Some questions have numbers for all four choices. If none of the choices matches your calculation, you have made an error, and you should recheck your work.

DIRECTIONS FOR SAMPLE QUESTIONS: Base your answers to the next three sample questions on the table, “Summary Report of Business Expenses for 2009.” Complete as much of the report as you need to answer the sample questions. Use the information given in the summary report itself and in the table, “Report of Business Expenses, 3rd and 4th Quarters.” Both tables are shown on the following page.

See the Sample Questions and Solutions on the following pages.

SUBJECT AREA 6 (continued)

OFFICE RECORD KEEPING: (continued)

REPORT OF BUSINESS EXPENSES 3rd AND 4th QUARTERS (26 weeks)				
	3rd Quarter		4th Quarter	
	2009	2008	2009	2008
Payroll Expenses	$55,900	$47,800	$72,700	$65,100
Rental Expenses	22,500	18,900	22,500	18,900
Equipment Expenses				
New Equipment	705	375	5,575	675
Maintenance/Repair	2,860	3,000	3,140	3,400
Utility Expenses				
Electricity	4,850	4,630	4,590	4,450
Heat	130	270	440	410
Employee Benefit Expenses	18,450	15,850	24,100	21,550
Employee contributions*	*2,500	*2,200	*3,350	*3,040
Total Net Business Expenses*		$88,625		$111,445
*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses				

SUMMARY REPORT OF BUSINESS EXPENSES FOR 2009							
	1st Quarter	2nd Quarter	1st Half	3rd Quarter	4th Quarter	2nd Half	Total for Year
Payroll Expenses	$81,800	$69,300	$151,100			**R**	
Rental Expenses	22,500	22,500	45,000				
Equipment Expenses	5,235	3,545	8,780				**S**
Utility Expenses	6,675	5,125	11,800				
Employee Benefit Expenses	26,900	22,900	49,800				
Employee contributions*	*3,750	*3,200	*6,950				
Total Net Business Expenses* for 2009	139,360	120,170	259,530				
Total Net Business Expenses* for 2008			$231,780			$200,070	
% Change **			**V**				
*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses							
**NOTE: % Change is the % of increase in Total Net Business Expenses from 2008 to 2009.							

SUBJECT AREA 6 (continued)

OFFICE RECORD KEEPING: (continued)

SAMPLE QUESTION 1:

What is the value of **R**?

A. $112,900
B. $128,600
C. $137,800
D. none of the above

SOLUTION: *To answer this question correctly you must calculate the value of **R** (the Payroll Expenses for the 2nd half of 2009).*

- *The Payroll Expenses for the 3rd and 4th Quarters are shown in the table, "Report of Business Expenses 3rd and 4th Quarters." (Be careful to use the amounts for 2009, and not the amounts for 2008).*

- *You must add the Payroll Expenses for the 3rd Quarter of 2009 ($55,900) to the Payroll Expenses for the 4th Quarter of 2009 ($72,700).*

- *The result is $128,600.*

*The correct answer to this sample question is Choice **B**, which is $128,600.*

SAMPLE QUESTION 2 is on the following page.

SUBJECT AREA 6 (continued)

OFFICE RECORD KEEPING: (continued)

SAMPLE QUESTION 2:

What is the value of **S**?

A. $ 8,780
B. $15,060
C $16,230
D. none of the above

SOLUTION: *To answer this question correctly you must calculate the value of **S** (the total Equipment Expenses for the year 2009).*

- *You need to understand that Equipment Expenses are expenses for both New Equipment and for Maintenance/Repair.*
- *The Equipment Expenses for the 3rd and 4th Quarters are shown in the table, "Report of Business Expenses 3rd and 4th Quarters." (Again, be careful to use the amounts for 2009, and not the amounts for 2008.)*
- *You must add Equipment Expenses for the 3rd Quarter of 2009 ($705 + $2,860) to Equipment Expenses for the 4th Quarter of 2009 ($5,575 + $3,140) in order to calculate Equipment Expenses for the 2nd half of 2009.*
- *$705 + $2,860 + $5,575 + $3,140 = $12,280.*
- *You must then add Equipment Expenses for the 2nd half of 2009 to Equipment Expenses for the 1st half of 2009, in order to calculate Equipment Expenses for the whole year.*
- *Equipment Expenses for the 1st half of 2009 are shown in the table, "Summary Report of Business Expenses for 2009."*
- *$12,280 + 8,780 = $21,060. This is the value of **S**, the total Equipment Expenses for the year 2009.*

*Since none of the A, B, or C choices is $21,060, the correct answer to this sample question is Choice **D,** "none of the above."*

SAMPLE QUESTION 3 is on the following page.

SUBJECT AREA 6 (continued)

OFFICE RECORD KEEPING: (continued)

SAMPLE QUESTION 3:

Which one of the following is closest to the value of **V**?

A. 10%
B. 11%
C. 12%
D. 28%

SOLUTION: *To answer this question correctly you must calculate the value of **V** (the percent change in Total Net Business Expenses from the 1st half of 2008 to the 1st half of 2009.*

- *You must first calculate the amount of change in Total Net Business Expenses from the 1st half of 2008 to the 1st half of 2009.*
- *Subtract the Total Net Business Expenses for the 1st half of 2008 ($231,780) from the Total Net Business Expenses for the 1st half of 2009 ($259,530).*
- *The result is $27,750.*
- *You must then calculate the percent change from the 1st half of 2008 to the 1st half of 2009. Since the percent change is from the 1st half of 2008, the basis of the comparison is the Total Net Business Expenses for the 1st half of 2008.*
- *Divide the amount of the change by the Total Net Business Expenses for the 1st half of 2008.*
- *$27,750 divided by $231,780 = .119726, or 11.9726%*
- *This is closest to 12%.*

*The correct answer to this sample question is Choice **C,** which is 12%.*

SUBJECT AREA 7

PATIENT/CLIENT DIETARY CARE: These questions test for knowledge of the relationship of nutrient intake to health and to restorative and rehabilitative medical treatment. Topics may include the selection of foods in accordance with a person's preferences, history and medical condition; foods included/excluded in commonly used special diets; and providing counseling and education about nutritional needs. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of the relationship of nutrient intake to health and to restorative and rehabilitative medical treatment.

SAMPLE QUESTION:

When treating a patient who has been diagnosed with a milk allergy, which one of the following should you do **first**?

A. Eliminate all dairy products from the patient's diet, and add a calcium supplement.
B. Try small amounts of lactose-containing foods, and gradually increase them.
C. Have the patient consume dairy foods separately from other foods.
D. Prescribe only fat-free dairy products.

SOLUTION:

Choice A *is the correct answer to this question. If a patient has an allergy to milk, the first step is to eliminate all sources of milk protein. A calcium supplement should be added to compensate for the loss of calcium resulting from the elimination of dairy products.*

Choice B *is not the correct answer to this question. Lactose is a sugar found in milk. A patient with a milk allergy may not be able to tolerate even small amounts of lactose-containing food products.*

Choice C *is not the correct answer to this question. A patient who is allergic to milk should not consume any dairy foods.*

Choice D *is not the correct answer to this question.* ***No*** *dairy products should be prescribed for a patient who is allergic to milk.*

The correct answer to this sample question is A.

SUBJECT AREA 8

PLANNING AND DEVELOPING IN-SERVICE TRAINING PROGRAMS: These questions will test a candidate's understanding of training principles and techniques. The questions may cover such topics as developing, organizing, delivering, and assessing staff training; basic teaching concepts; and determining participants' progress. The questions may be based on both group and individual training. There will be 15 questions in this subject area on the written test.

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

SAMPLE QUESTION:

Which one of the following is the most objective way to effectively measure how much trainees have learned over the course of a training program?

A. the trainees should fill out a written evaluation of their knowledge before and after the training
B. the instructor should use his knowledge of previous classes to determine how much the trainees have learned
C. the trainees should take a written quiz before and after the training
D. the supervisors of the trainees should be asked if the trainees work performance has improved

SOLUTION:

Choice A *is not correct. Having trainees fill out an evaluation about how much they feel they have learned over the course of training will lead to a subjective evaluation of their knowledge.*

Choice B *is not correct. Each class may retain more or less than previous classes, due to the different people that are taking it, so the instructor's knowledge of previous classes may skew how he views the current class.*

Choice C *is the correct answer to this question. A written quiz is an objective way to measure what the trainees knew before the training took place and what they know after they have taken it. No personal biases are introduced.*

Choice D *is not correct. Asking the trainees supervisors if work performance has improved is also subjective, since the supervisors may not be rating all of the trainees on the same criteria and their previous knowledge and relationship of the trainees may influence their responses.*

The correct answer to this sample question is C.

SUBJECT AREA 9

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 four suggestions, the best order for the sentences. There will be 15 questions in this subject area on the written test.

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. There will be ten Information Presentation questions on the written test.

- 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 suggestions, the best order for the sentences. There will be five Paragraph Organization questions on the written test.

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 C.

PREPARING WRITTEN MATERIAL (contined)

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 job in nutrition services, 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 an occupation in the field of nutrition 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 sentence 4 in between sentence 1 and sentence 3, thereby interrupting the logical sequence of the information in the paragraph.*

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 nutrition 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 D.

SUBJECT AREA 10

PROVIDING SERVICES TO WOMEN, INFANTS and CHILDREN: These questions test for knowledge of the special needs of the WIC program service population. Topics may include maternal and pediatric nutrition, breastfeeding and its relationship to the health, nutrition and development of the infant, and common nutritional problems of the economically disadvantaged. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of the special needs of the WIC program service population in order to answer the question effectively.

SAMPLE QUESTION:

Which one of the following is the *minimum* recommended amount of weight that should be gained during pregnancy for a woman of normal weight who expects one child?

A. 15 pounds
B. 20 pounds
C. 25 pounds
D. 30 pounds

SOLUTION:

Choice A and Choice B *are not correct. 15 or 20 pounds is too little weight gain. The baby may not be getting the daily supply of nutrients needed in order to develop.*

Choice C *is the correct answer to this question. 25 pounds is the minimum weight gain needed to provide adequate nutrients to the baby during pregnancy and for the woman to be prepared to breastfeed after delivery.*

Choice D *is not correct. The question asks for the minimum amount of weight gain needed, 30 pounds is within the recommended range, but is not the minimum*.

The correct answer to this sample question is C.

SUBJECT AREA 11

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. There will be 15 questions in this subject area on the written test.

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:

This question asks for the action that you should take FIRST in this situation.

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 D.

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

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 what the test will cover.
- Study and review the subject areas that will 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 **allowed** materials.
- 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.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

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New York State
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