

Job Knowledge Test Preparation Guide

Q-50 Police Sergeant Promotional Exam

2016-17



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TABLE OF CONTENTS

Job Knowledge Test Preparation Guide	Page
Introduction	3
Questions & Requests for Additional Information	4
Examination Components and Weights	4
2016-17 Selection Process Timeline	5
Test Development, Validation, and Administration Process	6
Job Analysis	6
Test Development and Validation	7
Test Administration	8
Analysis of Results	8
Posting and Inspection	8
Eligible List	8
Test Security & Confidentiality	9
How You Can Help	10
Confidentiality Agreement	10
Job Knowledge Test Overview	12
Knowledge and Skills Measured	12
Sample Questions	16
Sample Question Answers	17
Examination Day	18
Examination Site Directions	18
Exam Instructions	18
Example Answer Sheet	20
Exam Ground Rules	22
Test Preparation Strategies	23
Advance Preparation for the Testing Session	23
Day of the Testing Session	25

INTRODUCTION

The San Francisco Department of Human Resources (DHR) has contracted an external consulting firm, APTMetrics, to assist with development, validation, and administration of the Q-50 Police Sergeant 2016-17 promotional exam. DHR and APTMetrics partnered with many members of the San Francisco Police Department (SFPD) during the development and validation of the exam. The purpose of this guide is to provide uniform information to all candidates regarding the Q-50 Sergeant examination process.

This preparation guide includes:

- An overview of the 2016-17 examination process and schedule
- A summary of how the job knowledge test was developed and validated
- A description of the job knowledge test components, including the knowledge and skills evaluated
- An overview of how the job knowledge test will be scored and used to determine the final eligible list
- An explanation of how the job knowledge test is structured and will be administered
- Test preparation strategies

APTMetrics and DHR have made a concerted effort to provide the most accurate and up-to-date information available at the time this guide was published. However, we reserve the right to modify the content and format of tests and exercises, if required. If making a change to the selection process improves its quality, we will make the change and provide you with updated instructions at the examination.

Candidates are reminded that the examination process is ultimately governed by the job announcement and official documents, such as the Civil Service Rules. Many of these regulations are available on the City's websites: www.sfgov.org/dhr and www.sfgov.org/civil_service.

Please note if you require reasonable accommodation for this exam, you must contact DHR via e-mail at dhr-publicsafety@sfgov.org by Noon on November 23, 2016.

QUESTIONS & REQUESTS FOR ADDITIONAL INFORMATION

APTMetrics and DHR are committed to providing as much information as is feasible and appropriate to candidates. As such, you will be able to submit questions regarding the contents of this prep guide to DHR. However, DHR cannot answer one candidate's question without sharing the information with everyone -- the goal is to share the same information with candidates at the same time. Therefore, phone calls, e-mails, and any other forms of inquiry from individuals will not be answered to the individual. Rather, information will be shared with all candidates using parallel channels, such as an e-mail notification, Department Bulletins, postings on the intranet, or group announcements.

Some information cannot be shared due to the following reasons: (a) providing the information would jeopardize test security or the confidentiality of results, (b) continued work on the test or on the scoring of results is occurring, (c) the information will be shared only after it has been shared with all candidates, or (d) an answer is not available at that time. Due to the sensitivity of the information, APTMetrics and DHR are reluctant to speculate, offer an opinion, or answer hypothetical questions.

Please submit your questions regarding the prep guide to dhr-publicsafety@sfgov.org by 1600 hours on Monday, November 14, 2016. Responses to all relevant questions will be e-mailed to you and posted on the DHR web site (<http://www.sfdhr.org>) no later than Monday, November 28, 2016. For obvious reasons, we cannot answer questions that might compromise the security or validity of the test. Again, submit your questions to dhr-publicsafety@sfgov.org.

It is important that we have a current valid e-mail address to send all official notifications. If you change your e-mail address or name after filing your application, be sure to visit www.jobaps.com/sf and select "Update My Contact Info."

EXAMINATION COMPONENTS AND WEIGHTS

The 2016-17 selection process has three components: a job knowledge test, a role-play exercise, and a tactical exercise. Note that this preparation guide is for the job knowledge test only. The preparation guide for the role-play and tactical exercises will be released approximately 30 days before administration.

A final passing score will be determined following the administration of the job knowledge test using a detailed process. The process includes examining job expert ratings of item difficulty,

collected in advance of test administration, to identify potential passing scores. Following test administration, the actual test data will be analyzed to select a final passing score. Only those candidates scoring above the passing score will be scheduled for the role-play and tactical exercises. The final eligible list will be determined using only candidate scores from the role-play and tactical exercises.

2016-17 SELECTION PROCESS TIMELINE

November	<ul style="list-style-type: none"> • Deadline to submit questions regarding job knowledge preparation guide (by 1600 hours, Monday, November 14, 2016) • Answers to relevant questions regarding the job knowledge preparation guide issued (no later than Monday, November 28, 2016)
December	<ul style="list-style-type: none"> • Job knowledge test administered on Wednesday, December 7, 2016 • Job knowledge test is scored
January	<ul style="list-style-type: none"> • Results from job knowledge test are compiled • Candidate inspection of scores (only for candidates who do not advance) • Role-play and tactical exercises preparation guide released approximately 30 days prior to test administration
February	<ul style="list-style-type: none"> • Role-play and tactical exercises are administered (Week of February 20, 2017)
March	<ul style="list-style-type: none"> • Role-play and tactical exercises are scored • Extensive data checking and analysis
April	<ul style="list-style-type: none"> • Posting of tentative eligible list • Candidate inspection of scores
May	<ul style="list-style-type: none"> • Eligible list adoption

APT Metrics and DHR will make every attempt to adhere to the planned test schedule. Although unlikely, events beyond our control may require modification of the examination schedule.

TEST DEVELOPMENT, VALIDATION, AND ADMINISTRATION PROCESS

Job Analysis

A job analysis was conducted using a multi-method approach. The goal of the job analysis was to identify the important duties performed and the requisite knowledge, skills, abilities, and other characteristics (KSAOs) for the role of Sergeant. The study included a review of existing information, interviews, job observations, focus groups, and a survey.

Prior job analysis results and job information, relevant to the Sergeant role, were collected and reviewed. This job information served as the foundation for the development of preliminary lists of job duties and KSAOs for the position.

Interviews and job observations were conducted to gather information about the major duties of the job, as well as the KSAO requirements of the role. The interviews were conducted over the phone while the job observations were conducted at various SFPD locations. During the job observations, incumbents were observed and interviewed as they performed the day-to-day activities of their jobs.

Sergeants and Lieutenants reviewed, revised, and finalized the preliminary lists of job duties and KSAOs during focus groups, ensuring that the duties and KSAOs comprehensively and accurately described the job. The end result of the focus group sessions was a final, comprehensive list of duties and KSAOs for inclusion in the job analysis surveys to be administered to Sergeants and Lieutenants.

The job analysis surveys were designed to allow the following: 1) Sergeants to identify the important and critical duties performed in the police sergeant job and 2) Lieutenants to identify the KSAOs (including physical abilities) required for performing the work upon entry to the Sergeant job. Sergeants were asked to make two ratings for each duty, including a rating of importance of each duty to effective job performance on a four-point scale, and a rating of the frequency performed on a five-point scale. Lieutenants were asked to make two ratings for each KSAO, including a rating of importance on a four-point scale and a required upon entry into the position of Sergeant rating on a two-point scale.

All Sergeants and Lieutenants in Patrol, Station Investigations Team, Special Victims Unit, Night Investigations, and Plainclothes with greater than 6 months tenure in their current rank were invited to complete the job analysis surveys. Over 200 Sergeants and 40 Lieutenants

participated and were a representative sample with regard to gender, race/ethnicity, and job tenure.

Responses were statistically analyzed to determine important/critical duties and important/critical pre-requisite KSAOs for each assignment and across assignments. The KSAOs relevant to all of the assignments mentioned above were determined and used to guide test development.

Test Development and Validation

The job analysis was critical to test development and subsequent validation. Test development began with a general exam plan which determined the number and types of tests. Specifically, it was determined that the promotional process would include a job knowledge test, role-play exercise, and tactical exercise. From there, test items, scenarios, evaluation standards, and instructions were drafted and reviewed with Sergeants and Lieutenants in multiple phases.

The job analysis results and Department policies and procedures relevant to the Sergeant role were reviewed and a brainstorming session was held with Lieutenants and Captains. The job information, most importantly the job analysis information, provided the foundation for the development of the tests.

Sergeants and Lieutenants reviewed, revised, and finalized the preliminary test items, scenarios, evaluation standards, and instructions during development focus groups, ensuring that the material was job-related and appropriate for use in the exam.

After the initial development focus groups, content validation focus groups were held with Sergeants to assess the job-relatedness of the tests. A focus group was held for each test component. During the focus groups, Sergeants reviewed the test items, scenarios, evaluation standards, and instructions, and provided numerical ratings to demonstrate the appropriateness of the use of the tests for selection into the Sergeant role. Over 50 Sergeants participated and were a representative sample in regards to gender, race/ethnicity, and job tenure.

Job expert ratings were statistically analyzed to determine if the results supported the use of the tests. Any test item, exercise, or evaluation standard that did not receive adequate ratings was removed.

Test Administration

In preparation for the administration of the test, informational guides and procedures were developed to ensure that the process is standardized across all candidates. The testing process will take place over multiple months. The job knowledge test will be administered to all candidates on December 7, 2016. The role-play and tactical exercises will take place over multiple days, requiring detailed scheduling of proctors, role-players, and candidates. The exercises will be video-recorded and scored several weeks later.

Analysis of Results

After the job knowledge test has been administered, the answer sheets will be scanned and scores will be electronically compiled. This is followed by statistical analyses of the results. The job knowledge test will be scored on a pass/fail basis. Each test item is worth one point.

Following the administration of the role-play and tactical exercises, assessors will rate the performance of candidates using validated evaluation standards. This is followed by statistical analyses of the results including score standardization, if required.

Posting and Inspection

Approximately four weeks after the administration of the job knowledge test, candidates will be notified if they passed. Individuals who passed will be invited to participate in the role-play and tactical exercises. Candidates who did not pass will have the opportunity to verify the calculation of their score.

Once the scores from the role-play and tactical exercise are compiled and analyzed, they will be reported to candidates and posted as a rank-order eligible list. Scores from the job knowledge test will not be used in calculating scores for the eligible list. Under the Civil Service Rules, this is the *tentative* eligible list which is subject to protest and change. Civil Service Rule 212 states that during the posting of the tentative eligible list, those who participated in the test are allowed to inspect their scores, written test answer sheets, and the list itself. The test questions and answer key are not available for inspection.

Eligible List

After any protests to the *tentative* eligible list have been resolved, the eligible list is adopted and becomes official. When vacancies occur, the Chief will consider the names on the list to make a

selection based on the certification rule (copied below), secondary criteria specified in the announcement (copied below), and the needs of the Department.

Certification Rule In accordance with the Civil Service Commission Rule 213.7:

“For each referral from promotive eligible lists, the Certification Rule shall be the Rule of Ten Scores.”

213.3.3 Rule of Ten Scores

“1) The Department of Human Resources shall certify to the appointing officer the names of eligibles with the ten (10) highest scores on the list of eligibles for the position who are available for appointment.

2) Except as otherwise may be provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus nine (9) scores. An eligible list adopted under the Rule of Ten Scores shall in all cases be exhausted when eligibles standing at less than three (3) scores are available. Use of the eligible list when there is less than the minimum certification available shall be at the discretion of the appointing officer.”

Secondary criteria specified in the announcement:

When making appointments, the Appointing Officer will consider the following secondary criteria: assignments, training, education, community involvement, special qualifications, commendations/ awards, bilingual certification, and discipline history.

TEST SECURITY & CONFIDENTIALITY

Throughout the development of the exam, APTMetrics and the DHR took many steps to ensure test security and confidentiality. These steps include: storing the tests in an alarmed, off-site location, secure filing systems, signed confidentiality agreements, multiple versions of test forms, and other techniques.

The loss or disclosure of examination information or material, unintentional or otherwise, is a very serious matter as it can render a test invalid and useless. Because examinations represent a significant investment in time and money to develop and administer, and in candidate time spent preparing, any loss of test security can be very costly, disruptive and harmful to the operations of the Police Department.

Sec. 210.4 of the Civil Service Rules states that: *[...] Any person cheating, attempting to cheat or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal and ineligibility for future employment.*

Charter Sec. 10.101 notes that: *The [Civil Service] Commission shall have power to institute and prosecute legal proceedings for violations of any civil service merit system or Department of Human Resources provisions of this Charter. [...] In any hearing conducted by the Commission or by any hearing officer it appoints pursuant to this section, the Commission or the hearing officer shall have the power to subpoena and require the attendance of witnesses and the production of records.*

How You Can Help

You can help contribute to a professional testing program by avoiding situations that might be misinterpreted by other candidates. Forming study groups with other candidates is considered acceptable, but otherwise refrain from discussing the test as discussions regarding the exam can be misinterpreted by others as unethical behavior. Additionally, refrain from asking questions of those experts who participated in the development or validation process, even if they are general questions. All participating experts signed a detailed confidentiality agreement and it is inappropriate to ask questions of them as this places the expert in a difficult conflict of interest situation.

Confidentiality Agreement

Prior to the job knowledge test, each candidate will be required to sign a copy of the following confidentiality agreement. The confidentiality agreement does not apply to forming study groups or sharing of this test preparation guide or other study materials. A similar agreement will be signed prior to the role-play and tactical exercises. There will be no exceptions to this requirement.



Q-50 Sergeant Examination



Confidentiality Agreement

As a candidate in the Q-50 Sergeant promotional exam process, I understand that Civil Service Commission Rules prohibit candidates from sharing, copying, loaning, assigning, releasing or publishing any of the documents, data or information relative to this examination process to any person, agency or jurisdiction without the expressed written consent of the Assistant Deputy Director, Department of Human Resources, Public Safety Team, Recruitment and Assessment Services.

I also understand that Civil Service Commission Rules prohibit candidates from engaging in any conversation in which the topics, content and/or format of the Q-50 Sergeant exam components are discussed until after the test administration for all candidates, which could extend to the end of 2016.

I understand that any breach of these instructions may be viewed as a violation under Civil Service Commission Rules 210.4 and 210.4.1 of the City and County of San Francisco:

"...Any person cheating, attempting to cheat or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal and ineligibility for future employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination."

"...Any eligible securing standing on a list by fraud, concealment of fact or violation of Commission Rules shall be removed from such list and, if certified or assigned to a position shall be removed therefrom."

Further, the Charter of the City and County of San Francisco, Section 10.101 General Powers and Duties, states:

"The Commission shall have power to institute and prosecute legal proceedings for violations of any civil service merit system or Department of Human Resources provisions of this Charter."

I have read and understand the terms of this Confidential Security Agreement. I also understand the consequences for failure to comply with them, and I agree to the statements below.

- I have no knowledge of the specific content of this examination and agree not to provide any exam content information to anyone for the duration of this agreement.
- I understand that all of my responses must be clear in order to receive credit for my answers.
- I understand that, if I wish to challenge the manner in which this test is administered, I am to file a protest in writing prior to leaving the test center today.

Name (Print): _____

Signature: _____

Today's Date: _____

JOB KNOWLEDGE TEST OVERVIEW

The test consists of 70 multiple-choice questions. When answering the questions, you will assume the role of a Q-50 Sergeant and not that of a Q-2 Police Officer. For some questions, you will be taking the perspective of a Q-50 Sergeant supervising subordinate officers. For other questions, your perspective will be as a Q-50 Sergeant working on the Station Investigations Team (SIT).

Knowledge and Skills Measured

The test consists of multiple-choice questions based specifically on Department General Orders, Department Bulletins, or Department Manuals. Some questions will be definitional or factual in nature, while others will offer scenarios or descriptions of incidents.

The knowledge and skills which may be evaluated in the job knowledge test are listed below.

Arrest: Knowledge of legal requirements (e.g., elements of crime) and procedures regarding arrest, detention, and transportation of suspects. This includes knowledge of provisions related to the arrest and detention of different groups (e.g., adults and juveniles). This also includes knowledge of the procedures for notifying and acquiring information from other agencies or departmental units pursuant to an arrest.

Command Post: Knowledge of when and how to establish a command post, and command post roles and duties.

Complaints: Knowledge of policies and procedures regarding Equal Employment Opportunity (EEO) and citizens' complaints. This includes knowledge of rights and protections of complainants in administrative matters ("Whistleblowers" and EEO complainants).

Crime Scene Management: Knowledge of crime scene containment, preservation, and management techniques.

Critical Incident Procedures: Knowledge of what constitutes critical incidents, the procedures for handling critical incidents and the notification requirements for critical incidents.

Documentation: The ability to accurately, completely, and legibly provide the information requested on specific written or computerized forms and reports. This includes knowledge of Department guidelines for the completion, issuance, and use of departmental forms, reports, teletypes, Crime Bulletins, correspondence, and other written communications.

Emergency Call Response Procedures: Knowledge of established policies and procedures and the application of such knowledge when conducting an emergency call response (for example, using lights and sirens, navigating through traffic) to ensure safety of everyone involved.

Evidence: Knowledge of what constitutes physical evidence and when and how evidence should be collected and analyzed. This includes knowledge of the rules of preserving evidence in order to ensure correct documentation of an incident and secure physical evidence related to incidents and accidents. This also includes the ability to objectively distinguish between incriminating and exculpatory evidence.

Interviews and Interrogations: The ability to plan for interviews and conduct interviews and interrogate persons as needed. This includes knowledge of guidelines and methods for conducting and documenting interviews and interrogations in investigations (includes criminal, administrative, etc.).

Peace Officer Bill of Rights: Knowledge of rights and protections defined in the Peace Officer Bill of Rights.

Search and Seizure: Knowledge of laws, regulations and procedures regarding search and seizure.

Special Victim Procedures: Knowledge of procedures related to situations such as domestic violence, elder and child abuse situations, hate crimes, sexual assaults. This includes knowledge of the correct agencies to contact in response to these situations.

Suspect Rights: Knowledge of legal rights of suspects and prisoners. This includes knowledge of Miranda Admonition and when it needs to be given.

Vehicle Pursuit: Knowledge of guidelines, regulations and procedures for emergency response and pursuit driving as prescribed by Department policies and procedures and the Vehicle Code.

The specific Department Bulletins, Department General Orders, and Department Manuals from which test questions are written are provided below. Candidates will be sent a link to the documents listed below via an e-mail through JobApps.

Bulletins
DB 11-091 Vehicle Searches
DB 14-177 Searches of Cell Phones Incident to Arrest
DB 15-031 Obtaining a Public Safety Statement
DB 15-155 Response to Mental Health Calls with Armed Suspects
DB 15-156 Gunshot Residue Collection
DB 16-012 Crime Scene Management-Red Crime Scene Tape
DB 16-056 Entering Residences: Houses, Apartments, Hotels, including SRO Hotels
DB 16-109 CSI Impound Procedures
General Orders
DGO 2.02 "Alcohol Use by Members"
DGO 2.03 "Drug Use by Members"
DGO 2.04 "Citizen Complaints Against Officers"
DGO 2.05 "Citizen Complaints Against Non-Sworn Members"
DGO 2.08 "Peace Officer's Rights"
DGO 3.16 "Release of Police Reports"
DGO 5.03 "Investigative Detentions"
DGO 5.04 "Arrests by Private Persons"
DGO 5.05 "Response and Pursuit Driving"
DGO 5.06 "Citation Release"
DGO 5.07 "Rights of Onlookers"
DGO 5.18 "Prisoner Handling And Transportation"
DGO 6.01 "Crime Scene Log"
DGO 6.02 "Physical Evidence and Crime Scenes"
DGO 6.05 "Death Cases"
DGO 6.06 "Tarasoff Incidents"
DGO 6.09 "Domestic Violence"
DGO 6.13 "Prejudice-Based Incidents"
DGO 6.16 "Sexual Assaults"
DGO 6.18 "Warrant Arrests"

General Orders cont.
DGO 7.01 "Juvenile Policies and Procedures"
DGO 8.01 "Critical Incident Evaluation and Notification"
DGO 8.02 "Hostage and Barricaded Suspect Incidents"
DGO 8.08 "Bomb Threats, Destructive Devices, Explosions"
DGO 9.06 "Vehicle Tows"
Manuals
Bureau of Inspectors Investigations Manual
DM-11 SFPD Report Writing Manual
DM-12 Booking and Detention Manual
DM-16 Supervisory Investigations Manual

Laws, rules, regulations, policies, and procedures on which the examination is based are continuously updated. In fairness to all candidates, any changes to these references after Wednesday, August 17th, 2016 will **not** be used in the job knowledge test. In addition, any forms, equipment, or systems that are being used on a trial basis in one or more SFPD Units but have not yet been implemented on a department-wide basis, will not be tested. Again, the specific documents from which the test questions were written are listed above.

Sample Questions

Below are items similar to what you will find on the actual test. The correct answer to each of the following questions is provided on the next two pages, as well as, where you can find the answer and the key knowledge or skill being assessed.

1. An officer has responded to a dog bite. The officer has contacted you indicating the victim is the dog owner's neighbor and that the neighbor was not provoking or teasing the dog without cause. You should direct the officer to
 - A. book the victim's clothing as evidence.
 - B. complete an incident report, but only if the victim was injured.
 - C. tell the owner to quarantine the dog for at least 7 days.
 - D. notify the Department of Animal Care and Control immediately.

2. Which of the following is a step in establishing a command post for crowd control?
 - A. establish a containment perimeter on the crowd
 - B. assign Plainclothes Officers to monitor crowd
 - C. appoint a Personnel/Staging Officer
 - D. give an immediate dispersal order

3. A Citizen Complaint in which of the following situations requires an immediate investigation by a senior-ranking officer?
 - A. complaint involves general displeasure with an officer
 - B. complainant alleges criminal conduct of an officer
 - C. complaint involves multiple officers
 - D. complainant is a juvenile

4. Any member of the police department who refuses to take a drug test after a valid order to do so shall be
 - A. recommended for termination.
 - B. ordered to participate in a drug treatment program.
 - C. recommended for disciplinary action, not including termination.
 - D. placed on temporary leave.

Sample Question Answers

1. An officer has responded to a dog bite. The officer has contacted you indicating the victim is the dog owner's neighbor and that the neighbor was not provoking or teasing the dog without cause. You should direct the officer to
 - A. book the victim's clothing as evidence.
 - B. complete an incident report, but only if the victim was injured.
 - C. tell the owner to quarantine the dog for at least 7 days.
 - D. notify the Department of Animal Care and Control immediately.
 - Correct Answer: A
 - Source: DGO 6.07 "Dog Complaints", page 2
 - Knowledge or Skill Assessed: Evidence

2. Which of the following is a step in establishing a command post for crowd control?
 - A. establish a containment perimeter on the crowd
 - B. assign Plainclothes Officers to monitor crowd
 - C. appoint a Personnel/Staging Officer
 - D. give an immediate dispersal order
 - Correct Answer: C
 - Source: SFPD Crowd Control Manual, page 3
 - Knowledge or Skill Assessed: Command Post

3. A Citizen Complaint in which of the following situations requires an immediate investigation by a senior-ranking officer?
 - A. complaint involves general displeasure with an officer
 - B. complainant alleges criminal conduct of an officer
 - C. complaint involves multiple officers
 - D. complainant is a juvenile
 - Correct Answer: B
 - Source: DGO 2.04 "Citizen Complaints Against Officers", page 2
 - Knowledge or Skill Assessed: Citizen's Complaints

4. Any member of the police department who refuses to take a drug test after a valid order to do so shall be
 - A. recommended for termination.
 - B. ordered to participate in a drug treatment program.
 - C. recommended for disciplinary action, not including termination.
 - D. placed on temporary leave.
 - Correct Answer: A
 - Source: DGO 2.03 “Drug Use by Members”, page 3
 - Knowledge or Skill Assessed: Peace Officer Bill of Rights

EXAMINATION DAY

Examination Site Directions

The job knowledge test will be administered at the CCSF Testing Center and in the adjoining Community Center, both located at 1740 Cesar Chavez Street San Francisco, CA 94124 (just West of I-280). Candidates will be directed in their appointment notice regarding the exact location to which to report.



At the site you will check in using your Drivers license or SFPD identification card.

Exam Instructions

As stated earlier, the test consists of 70 multiple-choice questions. When answering the questions, assume the role of a Q-50 Sergeant and not that of a Q-2 Police Officer. You have 90 minutes to complete the exam. It will be announced when 45 minutes remains, and when ten minutes remain.


Candidates will tentatively be scheduled for one of two test sessions. Note that for the *first session*, all candidates must remain in the test room until time has expired. Candidates will be released as a group while the next group of candidates is being registered for the test. If you are in the *second session* and you complete the job knowledge test before the “10-minutes remaining” announcement, raise your hand and a proctor will collect your test materials and release you. After the “10-minutes remaining” announcement, you must remain seated until released by a proctor.

Please note the following:

1. Each test question is worth one point.
2. Each test question has four possible answers.
3. Choose only one answer for each question.
4. If more than one option seems like it might be correct, select the **best** answer.
5. Because there is no penalty for guessing, it is in your best interest to answer every question.
6. If you mark more than one answer, the question will be scored as incorrect.
7. Mark your answer on the answer sheet provided. Only the answer sheet will be scored.
8. Use the #2 pencil provided to make a thick, dark mark in the circle corresponding to your answer (A, B, C, or D).
9. You may write on the test booklet. However, such marks or writing will not be evaluated or scored.
10. As you take the test, periodically check to make sure that the number of the item you are answering corresponds to the test item number on the answer sheet.
11. If you need to change an answer, be sure to erase the previous mark completely.
12. Be sure to completely erase any “tick marks” or other stray pencil marks on your answer sheet which do not indicate your answer to a question.
13. Do not disassemble any of the test materials.

Example Answer Sheet

Below is an example of the form you will be provided to indicate your answers to the test questions.


 32511

Print Name _____
 Position Title _____

Agency

S	F		
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Use the bubble choices below to fill in your EasyID. Your EasyID is made up of the following:

EasyID Part 1:
Enter the First 3 Letters of your last name at birth.

EasyID Part 2:
Enter your Month and Day of Birth. Example: If December 14th, then "1214".

EasyID Part 3:
Enter the last four digits of your Social Security Number.

Enter Test Code:
Enter the Test Code from your test booklet. Each number in the test code goes into a separate column.

EasyID Part 2:		Easy ID Part 3:		Enter Test Code:				DATE		
								MONTH	DAY	YEAR
0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9

Enter Answers Here (1 - 66)

1 A B C D E	12 A B C D E	23 A B C D E	34 A B C D E	45 A B C D E	56 A B C D E
2 A B C D E	13 A B C D E	24 A B C D E	35 A B C D E	46 A B C D E	57 A B C D E
3 A B C D E	14 A B C D E	25 A B C D E	36 A B C D E	47 A B C D E	58 A B C D E
4 A B C D E	15 A B C D E	26 A B C D E	37 A B C D E	48 A B C D E	59 A B C D E
5 A B C D E	16 A B C D E	27 A B C D E	38 A B C D E	49 A B C D E	60 A B C D E
6 A B C D E	17 A B C D E	28 A B C D E	39 A B C D E	50 A B C D E	61 A B C D E
7 A B C D E	18 A B C D E	29 A B C D E	40 A B C D E	51 A B C D E	62 A B C D E
8 A B C D E	19 A B C D E	30 A B C D E	41 A B C D E	52 A B C D E	63 A B C D E
9 A B C D E	20 A B C D E	31 A B C D E	42 A B C D E	53 A B C D E	64 A B C D E
10 A B C D E	21 A B C D E	32 A B C D E	43 A B C D E	54 A B C D E	65 A B C D E
11 A B C D E	22 A B C D E	33 A B C D E	44 A B C D E	55 A B C D E	66 A B C D E



Booklet Number _____

Signature _____

Enter Answers Here (67 - 200)

67 A B C D E	91 A B C D E	115 A B C D E	139 A B C D E	163 A B C D E	187 A B C D E
68 A B C D E	92 A B C D E	116 A B C D E	140 A B C D E	164 A B C D E	188 A B C D E
69 A B C D E	93 A B C D E	117 A B C D E	141 A B C D E	165 A B C D E	189 A B C D E
70 A B C D E	94 A B C D E	118 A B C D E	142 A B C D E	166 A B C D E	190 A B C D E
71 A B C D E	95 A B C D E	119 A B C D E	143 A B C D E	167 A B C D E	191 A B C D E
72 A B C D E	96 A B C D E	120 A B C D E	144 A B C D E	168 A B C D E	192 A B C D E
73 A B C D E	97 A B C D E	121 A B C D E	145 A B C D E	169 A B C D E	193 A B C D E
74 A B C D E	98 A B C D E	122 A B C D E	146 A B C D E	170 A B C D E	194 A B C D E
75 A B C D E	99 A B C D E	123 A B C D E	147 A B C D E	171 A B C D E	195 A B C D E
76 A B C D E	100 A B C D E	124 A B C D E	148 A B C D E	172 A B C D E	196 A B C D E
77 A B C D E	101 A B C D E	125 A B C D E	149 A B C D E	173 A B C D E	197 A B C D E
78 A B C D E	102 A B C D E	126 A B C D E	150 A B C D E	174 A B C D E	198 A B C D E
79 A B C D E	103 A B C D E	127 A B C D E	151 A B C D E	175 A B C D E	199 A B C D E
80 A B C D E	104 A B C D E	128 A B C D E	152 A B C D E	176 A B C D E	200 A B C D E
81 A B C D E	105 A B C D E	129 A B C D E	153 A B C D E	177 A B C D E	
82 A B C D E	106 A B C D E	130 A B C D E	154 A B C D E	178 A B C D E	
83 A B C D E	107 A B C D E	131 A B C D E	155 A B C D E	179 A B C D E	
84 A B C D E	108 A B C D E	132 A B C D E	156 A B C D E	180 A B C D E	
85 A B C D E	109 A B C D E	133 A B C D E	157 A B C D E	181 A B C D E	
86 A B C D E	110 A B C D E	134 A B C D E	158 A B C D E	182 A B C D E	
87 A B C D E	111 A B C D E	135 A B C D E	159 A B C D E	183 A B C D E	
88 A B C D E	112 A B C D E	136 A B C D E	160 A B C D E	184 A B C D E	
89 A B C D E	113 A B C D E	137 A B C D E	161 A B C D E	185 A B C D E	
90 A B C D E	114 A B C D E	138 A B C D E	162 A B C D E	186 A B C D E	

Exam Ground Rules

During the examination, the vast majority of candidates behave in a professional manner. However, it takes only one individual to disrupt an examination. Please understand the goal is to ensure fair and consistent treatment of all candidates.

As stated above, to participate in the job knowledge test, you will be required to review and sign the confidentiality agreement. At the examination site, you will be provided with a copy of the Ground Rules described below and required to sign the agreement before participating in the examination.

As a reminder, if you require reasonable accommodation for this exam, you must contact DHR via e-mail at dhr-publicsafety@sfgov.org by Noon on November 23, 2016.

Ground Rules:

Electronic Devices. Possession of any electronic devices that transmit and/or store information are prohibited during the test in order to protect the security of the testing process. Therefore, you will be required to relinquish all such devices before taking the examination, including pagers. There will be no exceptions to this rule. Because we will not be responsible for these collected devices, we strongly recommend that you leave these devices at home or in another secure location.

Materials or Writing Utensils. We will provide pencils. Do not bring writing utensils, paper, calculators, highlighters, stopwatches, or any other devices or materials to the test site.

Standard Watches. A regular wristwatch is okay to wear, but you may not use any “smart” watch or watch which has an audible alarm or tone which could distract others.

Assigned Seating. When you enter the site, a proctor will direct you to a seat. To avoid the appearance of impropriety, you may not change your seat.

Leaving the Test Site. If you leave the building during the examination process, you will not be allowed to return. No one will be allowed to leave the test site to smoke, eat, or “get some fresh air.”

Food. No chewing gum, food, or drinks of any kind will be allowed in the examination facility. There are water stations available in the facility.

Talking. During test administration, absolute silence is required so other candidates can concentrate. The only exceptions to this rule are questions or requests to proctors. To get the attention of a proctor, raise your hand. Anyone disrupting the test environment will be warned once, and then disqualified from the selection process if the problem continues. Any candidate who withdraws or is disqualified will be sequestered in another room until his or her group of candidates is released.

Restroom Breaks. There will be no formal restroom breaks. You may use the restroom at any time with two exceptions: when instructions are being given and after the “ten minutes remaining” announcement has been made. No extra time will be given if you choose to use the restroom. Candidates are not allowed to discuss any aspect of the test during restroom breaks. The restrooms will be monitored.

Illness or Emergency. In the event of a medical emergency, medical assistance will be called. In the unlikely event of an evacuation notice, please remain seated. We have an established protocol to handle the situation and it will take only a minute to read specific instructions. The protocol will protect the integrity of the test and ensure an orderly evacuation.

TEST PREPARATION STRATEGIES

The following are basic suggestions to aid you in preparing for and taking the job knowledge test. However, there are numerous books that have been written on test taking and strategies for taking tests. If interested, check your local library or the Internet for additional resources. Our recommendations may not work for every individual. As you read these suggestions, try to determine which ones will be most helpful to you. Please keep in mind that these are only suggestions and that different people may find some of the suggestions more or less helpful than others. Ultimately, it is your responsibility to be well prepared for the test.

Advance Preparation for the Testing Session

Familiarize Yourself with Instructions and Type of Test Questions. Carefully read and become familiar with the instructions and the type of test questions that are described in this guide. You will feel more comfortable during the test if you are familiar with the instructions and types of questions prior to the actual test administration. Reading and responding to the example questions that are included in this guide will help you become familiar with the general format of the written test. Try to imagine other questions that may be similar to the practice questions

referenced above. Finally, review how you are to record your answers on the answer sheet. Becoming familiar with the mechanics of taking the test will save time and ease anxiety on test day.

Establish a Routine. Every person must make a personal decision regarding how much time to dedicate towards studying and preparing for a test. When setting a studying schedule, ensure that it is realistic and takes into account personal and professional obligations. Some successful candidates find it helpful to establish a routine such as dedicating two half-days every weekend or one or two hours every day to studying. Some candidates can study all day, while others find it more productive to take breaks. Regardless of the chosen routine, the most critical aspect is to ensure its continuation.

Reading List. The items on the test come directly from the materials included on the reading list. It is recommended that you carefully review these documents. However, studies demonstrate that passive reading is not an effective manner to learn and retain material. It is recommended that active study techniques be employed by candidates to ensure retention and the successful recall of exam materials. You may find it helpful to:

- Underline or highlight key provisions
- Write a theme sentence or heading which captures the essence of a section
- Write a summary of the key elements or develop a list of key points
- Transfer notes to three-by-five cards to carry with you for later review
- Tape record summaries or key points for playback
- Discuss the policy or procedure with other candidates and share your interpretation (differences of opinion can be memorable)
- Try to link the new information to what you already know. When reading a policy, think about situations encountered on the job and how your actions to those situations relate to the policy

Review the Knowledge and Skills Assessed. The knowledge and skills on pages 12-13 are the foundation for the examination. It is recommended that you carefully review the knowledge and skills list. You may find it helpful to brainstorm questions that may be asked for each knowledge or skill area.

Use Mnemonics. The job knowledge test is designed to measure the application of your knowledge and not trivial facts and figures. Nevertheless, you may come across procedural steps or other information which you want to memorize. Mnemonic devices are helpful in recalling such information.

For example, you may create a word or sentence where each letter corresponds to the first letter of an item in the list. MY LEGS could be used to remember the statute of frauds: **M**arriage, **Y**ear, **L**and, **E**xecutor (or **E**state), **G**oods (\$500 or more), **S**urety. **F**ocus, **A**ttention, **S**ituational awareness, and **T**empo (FAST) may be used to remember the elements of Officer safety.

Take Care of Your Well-Being Before the Written Test. Be sure to get enough sleep as a good night's sleep is especially critical the night before the test. You should also take steps to increase the quality of your sleep. Disrupted sleep affects memory, mood, and general well-being. Caffeine in the evening, or excessive caffeine at any time, may make it more difficult to fall asleep and will also affect the quality of your sleep. A good diet may also affect your ability to perform well on the test. Make sure that you eat enough nutritional foods before the test. Finally, you may find it helpful to have an exercise routine as part of your test preparation. A healthy body gives you more energy and focus.

Manage Your Anxiety. If you feel anxious before or during the test, take several slow, deep breaths to relax. Also, please realize that it is normal to be somewhat nervous even if you are well prepared.

DAY OF THE TESTING SESSION

Arriving at the Testing Location. During the testing session, you will be in a room with many other candidates. Below are some general tips to help you be successful when you arrive at the testing location.

- Arrive at the test site early, but not too early. Excessive waiting or downtime can contribute to anxiety.
- Leave any electronic devices (e.g., your cellular telephone and/or beeper) in the car. If your watch beeps "on the hour," be sure to disable that feature.

- Remain detached from others who might distract you. It is particularly important to avoid loud groups and those who are obviously uncomfortable about the upcoming test.

Stay Relaxed and Focused on the Test. During the testing session, it is important to stay relaxed and focused on the test. To perform your best, you need to be positive and confident. Work quickly, but accurately. You may find it helpful if you wear a watch to the testing session. This will help you monitor the time. You should try to complete all questions on the test, but if you find yourself working a little slowly, do not sacrifice accuracy for speed.

Listen to and Read the Instructions/Questions Carefully. The test administrator will read the instructions aloud. Be sure to follow along in the test booklet. The instructions will clarify any issues that are specific to the test you are taking. If you have any questions regarding the instructions, be sure to ask them before the test begins.

Know the Time Limits. The test administrator will read aloud the time limit for the test during the instructions. Make a note of the start time. Do NOT set your watch alarm. It is important to use the time limits to pace yourself. Occasionally check your testing progress against the time limit. If you are having difficulty answering a question, go on to the next question. If you have time left when you get to the end of the test, you may go back and answer any skipped questions. Finally, do not be concerned if others finish before you. Everyone takes tests at different speeds. Stay focused and complete as many of the questions as you can in the time provided.

Carefully Review Each Question. Read each question and then try to come up with the correct answer before looking at the responses. Be sure to read all of the response choices before choosing your answer. You may find it helpful to mark in the test booklet the responses that seem incorrect. If time allows, re-read each question and the answers to ensure you did not mis-read the information initially.

Answer Every Question. As noted in the test instructions, there is no penalty for guessing. If you are unsure of the correct response, try to eliminate the responses that you know are wrong. Each question has four choices (A through D) so a person who randomly guessed on every question could statistically still get about 25% of the questions correct. It is in your best interest not to leave any question blank.

Mark Your Answer Sheet Carefully. Some candidates have lost points simply because they improperly fill in the bubbles on their answer sheets. A common error is to mark more than one

answer for a question or change one's answer without erasing the first selection completely. Another common error is to mark the response too lightly for the optical scanner to read. Another error that can result from incorrectly filling out the answer sheet is to lose track of your place when recording your answers. For example, marking your answer to question 30 on line 31 of your answer sheet will likely cause your answers to the questions that follow to be wrong. APTMetrics and DHR cannot make judgment calls regarding answers that are chosen, therefore, any error in completing the answer sheet is likely to lead to an answer being marked as incorrect by the electronic system.