

# San Francisco Police Department

## Sergeant Q-50 Promotional Process 2020

### Candidate Prep Guide- Job Knowledge Exam



**ERGOMETRICS & Applied Personnel Research, Inc.**

[www.ergometrics.org](http://www.ergometrics.org) - 425.774.5700

## Table of Contents

<b>CANDIDATE INFORMATION.....</b>	<b>2</b>
<b>TEST SECURITY AND CONFIDENTIALITY .....</b>	<b>5</b>
<b>QUESTIONS AND REQUESTS FOR ADDITIONAL INFORMATION.....</b>	<b>6</b>
<b>JOB KNOWLEDGE EXAM OVERVIEW .....</b>	<b>7</b>
<b>TEST PREPARATION STRATEGIES.....</b>	<b>14</b>
<b>EXAMINATION DAY.....</b>	<b>18</b>

# Candidate Information

## Introduction

---

Ergometrics & Applied Personnel Research, Inc., is a human resource management firm specializing in personnel selection and training. Established over 37 years ago, Ergometrics has designed the most comprehensive, award-winning, video testing and job simulation testing programs in the nation. We have provided personnel testing services for over 1,800 clients in the U.S. and Canada, including many local entities.

The San Francisco Department of Human Resources (DHR) has contracted Ergometrics to assist with development, validation, and administration of the Q-50 Police Sergeant 2020 promotional exam. DHR and Ergometrics partnered with many members of the San Francisco Police Department (SFPD) during the development and validation of the exam. This guide provides uniform information to all candidates regarding the Q-50 Sergeant examination process.

Thank you for participating in the 2020 Sergeant promotional process. You have already performed highly responsible work in your current position. Should you be promoted, your performance will impact many more people both inside and outside the department. You will manage subordinate activities, assuming all supervisory responsibility and serve as a role model for many in the department.

## Components of Job Knowledge Test

---

The job knowledge exam will be comprised of the following:

1. **Job Knowledge test:** A 100-item multiple-choice test of professional knowledge and leadership skills based on sources identified by the department.

**Disclaimer:** The information provided in this handout is meant to be helpful and prepare you for the general nature of the process. It is not meant to advise you of every question that will be asked. Some aspects of the process may be modified, including order of events and time frames. It is expected that candidates at the level of Sergeant will be able to flexibly adjust to conditions that are not exactly as they may have expected.

## Exam Scoring

---

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,

San Francisco Police Department  
2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

collected before 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 assessment center. The final eligible list will be determined using only candidate scores from the two assessment center exercises.

**Test Components, Date, and Location**

---

<b>Test Component</b>	<b>Date</b>	<b>Location</b>
<b>Job Knowledge Exam</b>	December 14 – 18, 2020	1740 Cesar Chavez San Francisco, CA 94124

**\*You will be informed of your reporting day and time before the test.**

**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. DHR will determine the pass point of the job knowledge test based on statistical analysis and trends in the data.

**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 assessment center. Candidates who did not pass will have the opportunity to verify the calculation of their score.

Once the scores from the assessment center exercises 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 final scores and ranks 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 and Confidentiality

You will be required to sign a security and confidentiality agreement stating that you have not and will not violate test security. Breach of this agreement is subject to prosecution under federal copyright law and would be viewed as an unacceptable integrity failure for an employee, particularly a management candidate. Additionally, to maintain test security, there are specific devices not allowed in the testing session due to test security, confidentiality and laws associated with this testing. These include cellular phones, pagers, audio/radio headsets, cameras, recording devices or other electronic devices.

## Sample Confidentiality Agreement

---

### Copyright and Nondisclosure Agreement

I understand that I am being exposed to confidential information and/or material and that absolute confidentiality is required. Improper use of these materials may permanently compromise the value of tests and is strictly prohibited. Any person who attempts to violate the copyright or confidentiality of these tests and all associated information and materials may be subject to civil damages.

I understand the copyright and nondisclosure requirements and the necessity for confidentiality of these materials and agree not to discuss or otherwise disclose information about them with anyone, or reproduce them in any way, either from memory or otherwise during or following this exam.

I certify to the truth of the above statements.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (*Please Print*): \_\_\_\_\_

## General Test Information

---

- You will be responsible for monitoring your own time during the exam. A watch is recommended; please be sure your watch does not contain any prohibited features.
- Candidates are prohibited from receiving/sending pages, texts or phone calls during any part of the promotional process. **No electronic devices are allowed** at the testing site.
- Get rest and a good night's sleep prior to your exam.
- Arrive early. This is one of the easiest and most effective ways to minimize stress.
- Candidates are prohibited from removing any material from the testing site.

## Questions and Requests for Additional Information

Ergometrics 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, Ergometrics 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](mailto:dhr-publicsafety@sfgov.org) by **0800 hours on Monday, November 23, 2020**. Responses to all relevant questions will be emailed to you and posted on the DHR web site (<http://www.sfdhr.org>) no later than Monday, December 07, 2020. 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](mailto: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](http://www.jobaps.com/sf) and select "Update My Contact Info."

# Job Knowledge Exam Overview

You will take a written examination consisting of 100 multiple-choice questions based on the reading list you have been provided. The written test has been developed and prepared by Ergometrics and Applied Personnel Research, Inc., a human resource consulting firm that specializes in the development of public safety promotional examinations. The questions in the exam have been selected and reviewed by a panel of San Francisco Police Department subject matter experts (SMEs). Following is some information that will assist you in preparing for the written exam.

## Knowledge and Skills

---

The test consists of multiple-choice questions based specifically on Department General Orders, Department Bulletins, or Department Manuals. 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.

## Job Knowledge Exam

---

At your scheduled time, you will take a multiple-choice written test consisting of 100 questions. You will have two hours to complete the written exam. Below are examples of references upon which the exam will be based:

<b>Bulletins / Notices</b>
A 18-002 (Indicating Use of Force in an Incident Report)
B 18-015 (Crime Scene Management - Red Crime Scene Tape)
A 18-016 (Warrant Service Risk Assessment Matrix)
A 18-023 (Surreptitious Recording)
A 18-034 (Obtaining Emergency Protective Orders [EPOs], Search Warrants, DUI Blood Draw Search Warrants, Emergency Arrest Warrants and Emergency Bail Modifications)
A 18-037 (Arrests / Citations for Traffic Collisions)
A 18-040 (Release of Information to the News Media and/or Public Regarding Homicide Detail Investigations)
A 18-053 (Arrests on San Francisco Unified School District Sites)
A 18-063 (SFPD Implementation of Assembly Bill 953, "The Racial and Identity Profiling Act of 2015")
A 18-082 (Assembly Bill No. 1312: Sexual Assault Victims Rights)

San Francisco Police Department  
2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

A 18-085 (Mandatory Testing of a Member Involved in a Traffic Collision and the Drug Testing Process)
A 18-086 (Protocol for Requesting a Certified Bilingual Officer)
A 18-089 (Protocol for Processing Homeless Property consistent with DPWs "Bag & Tag" Policy)
A 18-090 (Phone Ping during Homicide Incidents)
A 18-100 (Disposal of Confidential Information)
A 18-105 (Stop Data Collection System [SDCS] Implementation) (Rescinds DB 16-208 & 17-213)
A 18-111 (Mandatory CSI Response to Officer-Involved Discharges) (Re-issue DB 16-100)
A 18-114 (Equal Employment Opportunity [EEO] Policy) (Re-issue DB 16-118)
A 18-117 (Vehicle Tow Policy & Procedure) (14601/12500 CVC Enforcement) (Re-issue DB 16-115, Amends DGO 9.06, Supersedes STOP Manual - Section 8: Dept. Policy on Towing)
A 18-118 (Reporting & Procedures) (14601/12500 CVC Enforcement) (Re-issue DB 16-114)
A 18-124 (Procedures for Handling Firearms and Fired Cartridge Casings with Evidentiary Value) (Supersedes DB 17-081)
A 18-131 (Entering Residences Houses, Apartments, Hotels, including SRO Hotels) (Re-issue DB 16-056)
A 18-148 (Equal Employment Opportunity [EEO] Complaint Procedure) (Re-issue DB 16-104)
A 18-154 (Report Writing Responsibilities Supervisors, Officer & Police Service Aides) (Re-issue DB 16-125)
A 18-157 (Traumatic Brain Injuries [TBI]) (Re-issue DB 16-134)
A 18-162 (Accurant LE Accessing Data for Permissible Purposes) (Re-issue DB 16-136)
C 18-163 (Rumors and Bullying in the Workplace.pdf) (Re-issue DB 14-234)
A 18-171 (Updated Supervisory Use of Force Evaluation Form) (Supersedes DB 17-006, Amends DGO 5.01)
B 18-184 (Reporting Property Damage Caused by Members) (Re-issue DB 16-156)
A 18-186 (Clarification Regarding Reporting Requirements under DGO 5.04 Arrests by Private Persons) (Re-issue DB 16-117)
A 18-187 (Opiate Overdose Prevention and Treatment - Naloxone Hydrochloride) (Supersedes DB 17-096)
A 18-195 (Department General Order 5.22 "Interacting with Transgender, Gender-Variant, and Nonbinary Individuals" Update Packet #58)
B 18-200 (Crime Scene Management) (Re-issue DB 15-012)
A 18-236 (Securing Equipment in Police Vehicles)
A 18-244 (Contact with Victims/Witnesses during on-going DPA Investigations)
A 18-249 (Early Intervention System Procedures)
A 18-256 (Activation of Body Worn Cameras)
A 19-007 (Autism Awareness)
A 19-009 (Proper Use and Storage of Body Worn Cameras)
A 19-020 (Sabre Red OC)
A 19-028 (Obtaining a Public Safety Statement)
A 19-029 (Enforcement of Immigration Laws)
A 19-033 (Arrests of Department Members: Notification Responsibility)
A 19-051 (SFPD Members' Expectation of Privacy Use of Computers, Peripheral Equipment and Facilities)
B 19-061 (Timely Submission of Traffic Collision Reports)
A 19-068 (Rights and Responsibilities under California Whistleblower Laws)
A 19-069 (Hotel Consent Required to Review Hotel Registries)
A 19-080 (Legal Enforcement Options for Addressing Lodging and Illegal Encampments)
A 19-104 (Vehicle Investigative Hold & Release Policy)
A 19-115 (Missing Persons Assignment Criteria)
A 19-126 (Required Elements in Use of Force Incident Reports)
A 19-128 (Gunshot Residue Collection)
A 19-140 (Booking Recording Device Evidence and Written Statements)
A 19-142 (Emergency Response and Pursuit Driving Reporting Update)
B 19-145 (Verifying Identities When Booking or Citing Subjects)
A 19-159 (Transporting Persons Who Use Mobility Devices)
A 19-160 (CLETS Protecting Sensitive Criminal Justice Information)
20-034 (Change in Department Policy & Procedures Related to Arrest Reports and the Booking of Felony Arrestee)
20-076 (Vehicle Yow Policy & Procedure)

San Francisco Police Department  
 2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

20-100 (Legal Enforcement Options for Addressing Lodging and Illegal Encampment)
20-132 Rumors and Bullying in the Workplace
<b>General Orders</b>
DGO1.04 (Duties of Sergeants)
DGO2.01 (General Rules of Conduct)
DGO2.02 (Alcohol Use by Members)
DGO2.03 (Drug Use by Members)
DGO2.04 (Citizen Complaints Against Officers)
DGO2.05 (Citizen Complaints Against Non-Sworn Members)
DGO2.06 (Vehicle Collisions Involving Members)
DGO2.07 (Discipline Process for Sworn Officers)
DGO2.08 (Peace Officer's Rights)
DGO3.16 (Release of Police Reports)
DGO3.18 (Performance Improvement Program)
DGO3.19 (Complaint Early Warning System)
DGO5.01 (Use of Force)
DGO5.02 (Use of Firearms)
DGO5.03 (Investigative Detentions) (revised as of 12/13/19)
DGO5.04 (Arrests by Private Persons)
DGO5.05 (Response and Pursuit Driving)
DGO5.06 (Citation Release)
DGO5.07 (Rights of Onlookers)
DGO5.08 (Non-Uniformed Officers)
DGO5.11 (Outside Agency Reports and Responses)
DGO5.14 (Interagency Operations)
DGO5.15 (Enforcement of Immigration Laws)
DGO5.16 (Obtaining Search Warrants)
DGO5.17 (Policy Prohibiting Biased Policing)
DGO5.18 (Prisoner Handling And Transportation)
DGO5.20 (Language Access Services for Limited English Proficient [LEP] Persons)
DGO5.21 (The Crisis Intervention Team [CIT] Response to Person in Crisis Calls for Service)
DGO5.22 (Interacting with Transgender, Gender-Variant, and Nonbinary Individuals)
DGO6.01 (Crime Scene Log)
DGO6.02 (Physical Evidence and Crime Scenes)
DGO6.04 (Assaults on Police Officers)
DGO6.05 (Death Cases)
DGO6.06 (Tarasoff Incidents)
DGO6.09 (Domestic Violence)
DGO6.10 (Missing Persons)
DGO6.16 (Sexual Assaults)
DGO6.20 (Member-Involved Domestic Violence)
DGO7.01 (Juvenile Policies and Procedures)
DGO7.02 (Psychological Evaluation of Juveniles)
DGO7.03 (Dissemination of Information Regarding Registered Sex Offenders)
DGO7.04 (Children of Arrested Parents)
DGO8.01 (Critical Incident Evaluation and Notification)
DGO8.02 (Hostage and Barricaded Suspect Incidents)
DGO8.03 (Crowd Control)
DGO8.04 (Critical Incident Response Team)
DGO8.05 (Labor Disputes)
DGO8.06 (Fire Procedures)
DGO 8.07 (Hazardous Material Incidents)
DGO8.08 (Bomb Threats, Destructive Devices, Explosions)

San Francisco Police Department  
2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

DGO8.09 (Media Relations)
DGO8.10 (Guidelines for First Amendment Activities)
DGO8.12 (In-Custody Deaths)
DGO9.01 (Traffic Enforcement)
DGO10.08 (Use of Computers and Peripheral Equipment)
DGO10.11 (Body Worn Cameras)
DGO11.07 (Discrimination and Harassment)
DGO11.09 (Employee Assistance Program/Stress Unit)
<b>Manuals</b>
SFPD Bureau of Inspectors Investigations Manual
DM-6 (SFPD Performance Improvement Program)
DM-11 (SFPD Report Writing Manual)
DM-16 (SFPD Supervisory Investigations Manual)
The President's Task Force on 21 <sup>st</sup> Century Policing
Department of Justice SFPD Collaborative Reform Initiative

**Book References**

Your department has determined the above publications necessary to read in preparation for your upcoming promotional process. You are competing with other outstanding members of the department. Studying the publications assigned is one way you may improve your chances of ultimately being a top competitor.

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 **October 31, 2020** 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 documents from which the test questions were written are listed above.

**Sample Questions**

Question 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. According to DGO 6.07 (Dog Complaints), you should direct the officer to	Answer Points
A)	book the victim's clothing as evidence.	1
B)	complete an incident report, but only if the victim was injured.	0
C)	tell the owner to quarantine the dog for at least seven (7) days.	0
D)	notify the Department of Animal Care and Control immediately.	0
Source Material	San Francisco Police Department General Orders	
Chapter #	6.07	

San Francisco Police Department  
 2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

Chapter Title	Dog Complaints
Page #	2
Item Author	N/A
Notes	II. B. 4.; Knowledge or Skill Assessed: Evidence

Question 2.	According to SFPD Crowd Control Manual, which of the following is a step in establishing a command post for crowd control?	Answer Points
A)	Give an immediate dispersal order.	0
B)	Appoint a Personnel/Staging Officer.	1
C)	Establish a containment perimeter on the crowd.	0
D)	Assign Plainclothes Officers to monitor the crowd.	0
Source Material	San Francisco Police Department Crowd Control Manual	
Chapter #	x	
Chapter Title	x	
Page #	3	
Item Author	N/A	
Notes	Knowledge or Skill Assessed: Command Post	

Question 3.	According to DGO 2.04 (Citizen Complaints Against Officers), a Citizen Complaint in which of the following situations requires an immediate investigation by a senior-ranking officer?	Answer Points
A)	The complainant is a juvenile.	0
B)	The complaint involves multiple officers.	0
C)	The complainant alleges criminal conduct of an officer.	1
D)	The complaint involves general displeasure with an officer.	0
Source Material	San Francisco Police Department General Orders	
Chapter #	2.04	
Chapter Title	Citizen Complaints Against Officers	
Page #	4	
Item Author	N/A	
Notes	2.04.03 B. 1. d.; Knowledge or Skill Assessed: Citizen's Complaints	

San Francisco Police Department  
 2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

Question 4.	According to DGO 2.03 (Drug Use by Members), any member of the police department who refuses to take a drug test after a valid order to do so shall be	Answer Points
A)	placed on temporary leave.	0
B)	recommended for termination.	1
C)	ordered to participate in a drug treatment program.	0
D)	recommended for disciplinary action, not including termination.	0
Source Material	San Francisco Police Department General Orders	
Chapter #	2.03	
Chapter Title	Drug Use by Members	
Page #	3	
Item Author	N/A	
Notes	I. C. 2. d.; Knowledge or Skill Assessed: Peace Officer Bill of Rights	

**Purpose of Job Knowledge Test**

---

Higher-level positions call for deep knowledge of technical topics. The department is interested in promoting future leaders who will do the necessary studying and use the information on the job. As a promotional candidate, these tests are your opportunity to demonstrate your study ethic and effectiveness. The books assigned for this exam represent only a small portion of the formal study that will be required upon promotion. This test is not intended to measure all aspects of your promotional potential. It is designed to look at your ability to absorb important information that comes from reading materials.

# Test Preparation Strategies

## Preparation Strategies

---

Studying the selected publications is one way to improve your chances of ultimately being the top competitor. There are many different approaches to studying. An excellent way to prepare for a multiple-choice book-referenced test is to read each publication twice. First, read it straight through so you understand the general focus as a whole. Then, reread the publication, making notes and highlighting the most important points that you see in each section. Other strategies are to use acronyms for remembering information or to form a study group. In the end, the choice is personal. When you find a strategy that works best for you, test yourself by considering how you would explain the content of a section to a subordinate.

*[Preparation strategies below are suggestions only. Each individual is personally responsible for determining which preparation strategies and tips are appropriate for himself/herself.]*

## Study Tips

---

1. **Minimize environmental distractions.** Try to limit the amount of distractions in your environment when studying. This includes, but is not limited to email, cell phones and even other people. Eliminating distractions will make it easier for you to concentrate and retain the information you are studying.
2. **Avoid burning the midnight oil.** For many people, it is harder to retain information when tired. If possible, try to study when you are well rested and ready to concentrate.
3. **Review chapter overviews or summaries.** Chapter overviews and summaries typically provide information on the most important points in a chapter. Many times, it is helpful to review these areas before reading a chapter to help you understand what the important topics are in the chapter. After reading the chapter, overviews and summaries can be used to test yourself on critical knowledge from the chapter.
4. **Quiz yourself.** After reading a chapter or section, quiz yourself on important topics, definitions, etc. You can also develop questions regarding the material based upon headings and specific terms prior to reading it and then, while reading the section or chapter, try to answer those questions.
5. **Have someone quiz you.** After reading a text, a great way to see if you have retained information is to have someone ask you questions regarding the material you just read.
6. **Avoid cramming.** Spreading your studying out over time will help you concentrate and retain the information you read.

7. **Look up words or phrases you don't know.** Have a computer or dictionary available when studying so you are able to look up words and phrases that you don't know.
8. **Mark it up.** Highlight and/or underline important sections of the text while you study. This will help you concentrate on important topics and make it easier to review the material again later.
9. **Take notes.** Taking notes of the important topics in the text you read can help you remember what you read and be an efficient study aid.

## Test Taking Tips

---

The written test items have four answer choices. To get the highest score, always select the best choice listed, even if more than one seems good to you. Be sure to read all answers before deciding your final answer. Don't focus on a choice that is not given to you. Don't get distracted by thinking of other possible responses that are not among the choices presented. Don't get stuck on the idea that you want to combine two responses. Show your judgment by picking the one answer that, by itself, is better than any other answer, by itself.

Prepare yourself physically and mentally for your exam as you would prepare yourself for any special assignment that requires concentration. Get the amount of sleep that will leave you most alert. It's also a good idea to eat a nutritious and hearty meal to help you stay focused throughout your exam. Unusual changes in your routine may cause you problems during your exam. For example, consuming more caffeine than usual may make you jittery; less than usual may leave you listless. Try to remain calm and relaxed before and during your exam. If you feel anxious, take a few moments to calm yourself down. Bring to the test administration site whatever personal items you need for the exam, such as eyeglasses or tissues.

Here are some additional tips to help you during the book-referenced exam. These simple procedures help you avoid marking the wrong answer when you know the right one.

1. **Listen to the instructions.** Before you begin the exam, it is important that you read and/or listen to all instructions carefully. Ensure you know how to fill out the answer sheet correctly. Specific instructions will be provided at the test site.
2. **Get familiar with your test.** When you begin the multiple-choice written test, glance through it to acquaint yourself with the task ahead of you. You do not have to go through the questions in the order you find them.
3. **Check the time.** Check your watch periodically throughout the exam so that you know how much time you have remaining.
4. **Don't spend too much time on one question.** If you have a difficult time with a question, go on and come back to that question later. Do make a note to come back to it, though. You may come back with a fresh approach, and a question you had trouble with earlier may seem easy.
5. **Read thoroughly.** Read every question carefully before you attempt to answer it. This advice may sound too simple, but it is important. The major reason people miss

questions when they know the material is that they do not read the question completely.

6. **Circle or underline key words.** When reading a question, circle or underline key words that are important to the question stem. This will both help you focus on the critical aspects of what is being asked, and help you remember the important aspects of the question if you need to skip it and return to it later in the test session.
7. **Break a sentence up if you don't understand it.** Sometimes sentences in a question stem can be long. If you don't understand the sentence, use slash marks to break it into smaller sections to better understand the sentence.
8. **Read all answers before choosing one.** The most common answer people choose is *a*, whether it is right or not. That is because they think the first answer looks okay, so they stop reading. Don't make the mistake of not reading all answers before making a selection. Even if *a* looks like a really good answer, one of the other answers may be better. When you read the other alternatives, you may think of something you had missed at first.
9. **Use process of elimination.** If you aren't sure of the correct answer, use process of elimination. Eliminate answer choices you know are definitely wrong. Then focus on selecting the best answer from the choices remaining.
10. **Do not read something into the question that is not there.** Assume that everything is normal unless the question tells you differently. Assume that the pavement is dry; visibility is good; your supervisor is competent; and citizens are behaving normally. When something is amiss, the question will tell you. Stick to the facts of the questions.
11. **Answer every question.** There is no penalty for guessing. Even if you don't know the correct answer, you have one chance in four of choosing the right one. If you can eliminate one or two of the alternatives, your chances are even better.
12. **Fill out your answer sheet correctly.** In marking the answer sheet, be sure to fill in the blank that corresponds to the answer you have chosen. If you skip a question, make sure you skip to the right space on the answer sheet. If you mark the wrong answer and want to change it, erase your first mark completely. Remember to only mark *one* answer for each question.
13. **Use your time wisely.** If you finish early, use the remaining time to answer questions you skipped, re-evaluate questions you were unsure of, and check to ensure that you filled out your answer sheet correctly.
14. **Test Proctor/Procedures.** A test proctor will be available during the exam to help the candidates with the testing procedures only; however, he or she will not explain the meaning of any question, define words, or give information which may be of help in answering a question. If you have any questions about the testing procedure, make sure to ask for assistance before the test begins.

### Test Your Assumptions

---

When taking your test, don't compromise your chances of success by trying to follow test-taking tips you may find online. Many of these tips are just bad advice and could cost you points. Use the following statements to test your assumptions.

#### True or False?

True	False	
_____	_____	1. If you don't know the answer to a test question, take a guess. <i>True! Guessing is not penalized, and you just might get it right.</i>
_____	_____	2. Choose the longest answer option. <i>False! General pattern responses like this are a very poor way to approach a modern test. The length of the answer choices is not an indication of an incorrect or correct response.</i>
_____	_____	3. Choose the answer option that seems most logical to you. <i>True! Rely on your knowledge of the assigned publications to think critically and logically when answering a question.</i>
_____	_____	4. Choose the answer with a middle value when other options are higher or lower. <i>False! This is another piece of bad advice you might come across somewhere. No such pattern as this is present on Ergometrics' tests.</i>
_____	_____	5. More often than not, the correct answer is B or C. <i>False! Once again, poor advice. General pattern strategy is not a way to pass a modern test. There is no pattern to Ergometrics' correct answers. Answer questions by content, not by old, incorrect advice or superstitions.</i>

# Examination Day

## Examination Site Directions

---

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



At the test site, you will check in using your Driver license or SFPD identification card.

## Sample Examination Instructions

---

The test consists of 100 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 2 hours to complete the exam. It will be announced when 45 minutes remain, and when 10 minutes remain. If you finish before time expires, raise your hand and a proctor will assist you; remain seated.

## Exam Ground Rules

---

During the examination, the vast majority of candidates behave professionally. 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 required to sign the confidentiality agreement before participating in the examination, and you will be expected to abide by the Ground Rules below.

As a reminder, if you require reasonable accommodation for this exam, you must contact DHR via e-mail at [dhr-publicsafety@sfgov.org](mailto:dhr-publicsafety@sfgov.org) by **0800 hours on Friday, December 4, 2020.**

### **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

San Francisco Police Department  
2020 Q-50 Police Sergeant Job Knowledge Test Prep Guide

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.

**Do your best**

---

Remember, the most important thing is to represent yourself honestly and do your best.

*Good luck to you in the promotional process! If you have any questions about the process, please contact the San Francisco Department of Human Resources.*