

Instructions and
Answer Sheets for Five
Employment Skills
Evaluation Zones



AGENCY NAME _____

Candidate Name _____ Address _____

Phone # _____ SSN # _____ ID Verification? _____

Date of Skills Test _____ Results _____ Date of Notification _____ Proctor Name _____

Instructions:

You will use this answer booklet for the entire skills test. Please listen carefully to the instructions as you use these answer sheets. The evaluation includes your ability to follow directions and think through any challenges, however, if you have questions please ask at the time provided for questions.

You have five skills tests. Zones 1 – 4 use this answering sheet. Zone 5 is a typing or keyboarding test.



You have 1 minute to read these instructions and ask questions.

INSTRUCTIONS

You will hear information coming from all directions in stereo. This information will be sporadic. There will be colors, three number combinations and three letter combinations. Write the colors in the column that says colors, the number combinations in the number column and the letters in the letter column. Do not ignore any one column. If you are unable to hear something – continue to keep writing the next information you can hear. We are looking for candidates that do not give up and can capture the most accurate information. You are allowed to abbreviate the colors, however, the color will not be counted if we cannot clearly understand what the abbreviation means.

WORK COMPARISON:

This assessment provides an atmosphere similar to the Com Center environment. With phone calls, radio traffic, communications in the room and various other audible reports and data, Telecommunicators must be able to do what is called multi task, often while listening to many different types of input at the same time. It would be much easier to simply choose which input to listen to, but this is not possible in the work. Each and every piece of information is either immediately vital or may become vital – nothing is discounted or ignored.

COLORS

sample only not for use

Horizontal lines for writing answers.



NUMBERS

LETTERS

sample only not for use

Horizontal lines for number practice.

Horizontal lines for letter practice.





You have 1 minute to read these instructions and ask questions.

INSTRUCTIONS

You will hear 3 different calls appropriately named Call #1, Call #2 and Call #3. You are provided with a space for taking notes on these calls and a list of facts regarding the call. Your notes are for your own use, we do not grade your notes. You may abbreviate any way you wish. Listen to the information and take notes. Next mark the boxes that are factual regarding the call. The information must be entirely accurate, not somewhat accurate. You will receive plus points for marking accurate information, minus points for marking inaccurate information.

When the final tone sounds you will turn to the next call and begin to take notes. Repeat this process through Call #3.

WORK COMPARISON

When a Telecommunicator takes emergency and non emergency calls, there is a need for strict attention to details and focus. One simple mistake in an address could result in death. Responders rely on call takers and dispatchers to relate an accurate depiction of a call, without errors or presuming. During this assessment you will have an opportunity to hear information commonly heard during 911 calls. We are interested in assessing how accurately you can gather and relay information. When you hear the ticking turn the page and prepare to begin. You will hear a tone to begin. You will hear a tone to stop, when you hear that tone, put your pencil down and stop working.

NOTES FOR CALL #1

sample only not for use

CALL #1 **sample only not for use**

- xxxxx
- 729
- 709
- Canterbury St
- Canterwood Ln
- Canterbury Ct
- Suspects live behind
- Suspects live next door
- Ran south
- Ran north
- Ran to Jenkins H.S.
- Ran to school
- Tracy is tall
- Charley is tall
- Brian is fat
- Brian black coat
- Tracey is running
- Field by school
- 779
- Canterwood Av
- Arson suspected
- Caller Fire Chief
- xxxx
- This morning
- 5 minutes ago
- Brian blue coat
- 792
- Brian has no coat
- Tracy is black
- Fire in house
- Caller is Charley
- Woods on fire
- Set with a lighter
- Left a lighter
- Mark is caller
- Fire Chief is neighbor
- Tracey's dad Fire Chief
- Chief of Canterbury
- Jenkins is caller
- Caller found lighter
- Canterwood Ct
- Blue & Black coats
- Tracey is caller
- xxxx
- Fire Chief enroute
- High School age
- Elementary school age
- Jr. High age
- 10 minutes ago
- Fire is spreading
- St. Anthony's H.S.
- St. Anthony's JHS
- St. Anthony's church
- Previous arson arrests
- 7092
- Fire Chief of this town
- Fire Chief knows both

NOTES FOR CALL #2

CALL #2 sample only not for use

- | | |
|--|--|
| <input type="checkbox"/> Patient name Brian | <input type="checkbox"/> Patient is with husband |
| <input type="checkbox"/> Many meds | <input type="checkbox"/> Caller name is Brian |
| <input type="checkbox"/> Semi conscious | <input type="checkbox"/> Caller name is Jenkins |
| <input type="checkbox"/> 88 Jasper Av | <input type="checkbox"/> Door kicked |
| <input type="checkbox"/> Husband deceased | <input type="checkbox"/> Code red |
| <input type="checkbox"/> Pulse 89 | <input type="checkbox"/> No oxygen |
| <input type="checkbox"/> Cardiac patient | <input type="checkbox"/> 772-5933 |
| <input type="checkbox"/> Husband called | <input type="checkbox"/> Apartment B |
| <input type="checkbox"/> On oxygen | <input type="checkbox"/> Apartment C |
| <input type="checkbox"/> Doctor is Rita | <input type="checkbox"/> Patient 89 |
| <input type="checkbox"/> Had cardiac | <input type="checkbox"/> Heart Attack |
| <input type="checkbox"/> Pt cannot breathe | <input type="checkbox"/> Possible abduction |
| <input type="checkbox"/> Mary is nurse | <input type="checkbox"/> Possible deceased |
| <input type="checkbox"/> Had CP | <input type="checkbox"/> Semi Conscious |
| <input type="checkbox"/> Husband out back | <input type="checkbox"/> Gave medication |
| <input type="checkbox"/> Jasper Court | <input type="checkbox"/> Cannot find meds |
| <input type="checkbox"/> 98 Tenth Court | <input type="checkbox"/> Out of Oxygen |
| <input type="checkbox"/> Ambulance enr | <input type="checkbox"/> Was very ill this AM |
| <input type="checkbox"/> 88 years old | <input type="checkbox"/> 88 Jasper Lane |
| <input type="checkbox"/> Jenkins Court | <input type="checkbox"/> Substitute doctor |
| <input type="checkbox"/> Patient is smoker | <input type="checkbox"/> Home Health Care |
| <input type="checkbox"/> Patient is chronic pain | <input type="checkbox"/> Just out of Hospital |
| <input type="checkbox"/> Door was missing | <input type="checkbox"/> Husband called |
| <input type="checkbox"/> 88 Jenkins Ct | <input type="checkbox"/> Door was open |
| <input type="checkbox"/> Paramedic on scene | <input type="checkbox"/> Husband called |
| <input type="checkbox"/> Rita Jasper real nurse | <input type="checkbox"/> Rita was missing |

NOTES FOR CALL #3

CALL #3 sample only not for use

- 550 in checks
- 550 cash and checks
- Stadium High School
- Canterweed H.S.
- Black Harley
- E. Canterwood
- 505 W. Smith
- Ran out front
- Unknown direction
- Assaulted customer
- Black jeans
- Suspect blue coat
- Occurred 6 ago
- Occurred 20 ago
- Grabbed the waitress
- Waitress injured legs
- Jeans
- Jeans coat
- Caller is waitress
- Left northbound
- Left southbound
- Took the till
- Two biker types
- Long hair
- Blue leather coat
- Suspect biker
- Leather glove
- Leather cap
- Customer injured
- Armed with knife
- Manager calling
- Waitress calling
- juvenile male
- Thin male
- Dennys
- Suspect blue coat
- Suspect armed
- grabbed \$500
- Left on Harley
- Armed robbery
- 505 E Smith
- 505 Smith E



You have one minute to read the instructions and ask questions.

INSTRUCTIONS

You have 20 numbers with blank spaces after them. You will hear a word for each number, write this word in the blank space. After filling in all the blanks, you will be given a limited time to decide which call – or calls (if any) the word is associated with. You are to mark the square in front of the call(s) associated with the word. More than one box can be filled in. You can use your notes from Call 1, 2, or 3 or your memory. When the tone sounds, put your pencil down.

WORK COMPARISON

Often in the work of communications, the dispatcher or call taker must quickly locate information. The information could be contained in a warrant, a teletype, incident card, status card or previous event. The ability to recall information or find the source of information and quickly extract facts is a skill we wish to reveal.

1. sample only not for use

- 2. _____ is associated with? Call 1 Call 2 Call 3 No call
- 3. _____ is associated with? Call 1 Call 2 Call 3 No call
- 4. _____ is associated with? Call 1 Call 2 Call 3 No call
- 5. _____ is associated with? Call 1 Call 2 Call 3 No call
- 6. _____ is associated with? Call 1 Call 2 Call 3 No call
- 7. _____ is associated with? Call 1 Call 2 Call 3 No call
- 8. _____ is associated with? Call 1 Call 2 Call 3 No call
- 9. _____ is associated with? Call 1 Call 2 Call 3 No call
- 10. _____ is associated with? Call 1 Call 2 Call 3 No call
- 11. _____ is associated with? Call 1 Call 2 Call 3 No call
- 12. _____ is associated with? Call 1 Call 2 Call 3 No call
- 13. _____ is associated with? Call 1 Call 2 Call 3 No call
- 14. _____ is associated with? Call 1 Call 2 Call 3 No call
- 15. _____ is associated with? Call 1 Call 2 Call 3 No call
- 16. _____ is associated with? Call 1 Call 2 Call 3 No call
- 17. _____ is associated with? Call 1 Call 2 Call 3 No call
- 18. _____ is associated with? Call 1 Call 2 Call 3 No call
- 19. _____ is associated with? Call 1 Call 2 Call 3 No call
- 20. _____ is associated with? Call 1 Call 2 Call 3 No call



You have one minute to read the instructions and ask questions.

INSTRUCTIONS

You will hear twenty lines of information. Each line is preceded by a number from 1-20 and will contain an address or a radio transmission. You will not write the information down. You will try to locate some part of each line on the answer sheet by scanning the sheet. When you locate the correct information put that line number next to the information. When you finish, you should have the numbers 1-20 somewhere on the sheet. There is some part of each line somewhere on this sheet. Not all of the line is on the sheet, only part. Your challenge is to find the information and mark it with a number from 1-20. Only mark information that is accurate to the information you heard.

WORK COMPARISON

In the work of Emergency Communications Telecommunicators are often working with a variety of complex equipment, databases, resources, and visual stimulation. Data such as addresses, phone numbers and radio traffic are usually presented audibly in a fast paced environment where accuracy is vital. There is little margin for error where one number in an address or a mistake in a radio transmission can mean delays or mis-routing units. The skill is in recognizing written data from audio information, quickly and accurately.

sample only not for use

_____ Barnes & Noble	_____ Unit 442 enroute to
_____ 5005 NW Cherry Ct	_____ 88 year old female
_____ Oregon plate TT4992	_____ STA 5 in service
_____ 22309 SE 302nd	_____ 88 year old male
_____ Hispanic female	_____ Lieutenant Smith
_____ Unit 422 enroute	_____ unit 263 in pursuit
_____ into building at 2334	_____ 22390 SE 302nd
_____ Sgt. Smith	_____ 334 E Main St
_____ Ladder I talk to	_____ 22309 SE 320
_____ five foot ten 240 lbs	_____ switch to frequency 3
_____ Unit 1419 your pager	_____ Hispanic male
_____ Chief 6 talk to ladder 1	_____ Unit 419 your pager
_____ 2220 Cherrywood Ln	_____ 334 E. Main
_____ 5005 NW Cherry Ln	_____ the air is restricted
_____ 40 by 40 tilt up	_____ 220 Cherrywood Ln
_____ Unit 236 in pursuit	_____ in service at 2334
_____ 505 NW Cherry Ct	_____ 40 by 40 concrete
_____ 344 E. Main St	_____ 2220 Cherrywood Pl
_____ 220 NW Cherry Ln	_____ fled southbound
_____ Oregon plate TT4922	_____ 5'10" 204 pounds
_____ pager # 324-4933	_____ pager # 324-4339
_____ in service at station 5	



INSTRUCTIONS

You will hear twenty lines of information which you will keyboard or type. Do not type the number preceding the information. When you hear the tone, hit the return or enter key and begin the next line. You may NOT use abbreviations except for the following:

Use common abbreviations for N, S, E, W, NW, NE, SW, SE.

Use St, AV, Pl, and Ct for addressing. You are not graded on punctuation, you are graded on accuracy, speed and spelling. Type all numbers as numbers, do not type for example t-e-n but 10. Use capital letters where appropriate.

WORK COMPARISON

Telecommunicators keyboard addresses, phone numbers, names and radio traffic using a variety of number and letters, they must be fast and accurate.

ATTACH PRINTOUT HERE:

ZONE 1 MULTI TASK SPLIT EAR

MAX POSSIBLE 20 _____

Score one point for each correct entry taken from the column with the least amount of entries. In the event all columns are equal in number, take the score from the column with the least amount of correct entries.

ZONE 2 DETAIL FOCUS

MAX POSSIBLE 20 _____

Score 1 point for each correct entry, deduct 1 point for each incorrect entry.

ZONE 3 INFORMATION RECALL

MAX POSSIBLE 20 _____

Score 1 point for each correct line, no credit for partially correct answers.

ZONE 4 AUDIO VISUAL COORDINATION

MAX POSSIBLE 20 _____

Score 1 point for each correct answer, deduct 1 point for each incorrect entry.

ZONE 5 KEYBOARDING CRITICAL DATA/SPELLING

MAX POSSIBLE 20 _____

Score 1/2 point for each complete line with typing accuracy.
Score 1/2 point for each correct spelling word.

TOTAL POSSIBLE 100 MAXIMUM _____

Candidate Name _____

Date of Test _____

Evaluator _____

Notified? _____



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