ASSESSMENT SERVICES CATALOG

2019
2020

IPMA-HR is the premier international provider of public safety and administrative support tests. We supply over 200,000 tests annually to more than 900 state and local governments located throughout the U.S., Canada, and the European Union.

What can you expect from IPMA-HR?
▪ Excellent Customer Service
▪ Competitive Pricing
▪ Outstanding Testing Products
▪ Experienced Test Developers
▪ Ongoing Validation and Test Updates
▪ Progressive Product Line

Find out why our customers consistently give us an 'A' rating. Visit us online at ipma-hr.org/assessment or call 1-800-381-TEST (8378).
A Message from Executive Director Neil Reichenberg …

Thank you for your interest in IPMA-HR. We have an incredible line of assessment products that I hope you will find invaluable to your hiring and promotional processes. **Innovation, efficiency and effectiveness are key to everything we develop.**

**New Tests**
This has been a banner year for us. Our Assessment Services team has been hard at work updating current products, developing new ones – even adding a **new test category: Public Works**. I am proud to announce that we now offer:

- A **Customer Service Representative Test Series** (page 30).
- A **Fire Marshal Test Series** (page 19).
- **Custom Combined Modules** of our Administrative Support Series (page 29).
- And, under the new category of Public Works, our **Wastewater Treatment Operator and Wastewater First-line Supervisor Tests** (page 32).

**New Service**

- **Remote proctoring** is now a part of our online testing service (page 5), which equips agencies with the ability to allow job candidates to take tests securely from any location — wherever they have a computer with a high-speed internet connection.

**New and Updated Publications**

- The informative and instructive **Passpoint Setting Guide** (page 37) is now available.
- We have **updated our entire Considerations Series** of publications to white papers (page 37).
- And we now have an **Emergency Communications Center Study Guide** (page 37) for our entry-level ECC tests.

**New Ways to Communicate with You**

- This year we have started hosting **live web chats and webinars with public safety leaders** from around the country to talk about the common challenges you face and to share innovative solutions.
- Be sure to subscribe to our **blog, the Assessment Services Review**, for weekly articles related to testing and assessment. We also started a **new blog series last year, Public Safety Voices**, the goal of which is to talk with public safety leaders from around the country about the innovative methods they’re employing to meet the challenges of the day.
- And, **Assessment Services is now on social media**: Facebook, LinkedIn and Twitter. Follow us for timely and relevant public safety news and leadership and management advice from around the web, as well as announcements about new products, upcoming webinars and more.

IPMA-HR has a long history of producing the most reliable, affordable and comprehensive assessment products in the industry. Our motivation? To help you to create stronger, safer and more enjoyable communities for all.

To that end, if there is anything we can do to improve our service to you, please do not hesitate to contact us: assessment@ipma-hr.org or 1-800-381-TEST (8378).

Sincerely,

Neil E. Reichenberg
Executive Director
We Like Acronyms

We use lots of acronyms. To help you navigate the content in this catalog, we thought it would be a good idea to provide you with a list of the acronyms you’ll find here and what they mean.

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<tr>
<th>Acronym</th>
<th>What it stands for ...</th>
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<td>ASM</td>
<td>Administrative Support Module</td>
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<tr>
<td>AUD</td>
<td>Audio</td>
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<tr>
<td>CASM</td>
<td>Combined Administrative Support Module</td>
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<tr>
<td>CF</td>
<td>Correctional Facility</td>
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<tr>
<td>CO</td>
<td>Correctional Officer</td>
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<td>CSR</td>
<td>Customer Service Representative</td>
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<td>ECC</td>
<td>Emergency Communications Center</td>
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<td>EL</td>
<td>Entry-level</td>
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<td>EM</td>
<td>Emergency Medical</td>
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<td>FCO</td>
<td>Fire Company Officer</td>
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<td>FE</td>
<td>Fire Engineer</td>
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<tr>
<td>FF</td>
<td>Firefighter</td>
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<td>FLS</td>
<td>First-line Supervisor</td>
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<td>FM</td>
<td>Fire Marshal</td>
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<tr>
<td>KSAO</td>
<td>Knowledge, Skills, Abilities &amp; Other Characteristics</td>
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<tr>
<td>NC</td>
<td>Noncognitive</td>
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<td>OTAS</td>
<td>Online Test Administration Service</td>
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<td>PDET</td>
<td>Police Detective</td>
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<td>PL</td>
<td>Police Lieutenant</td>
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<td>PO</td>
<td>Police Officer</td>
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<tr>
<td>POSIS</td>
<td>Police Officer Structured Interview System</td>
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<td>PSACS</td>
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<td>Public Safety Telecommunicator</td>
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<td>RCE</td>
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<td>RJP</td>
<td>Realistic Job Preview</td>
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<td>SME</td>
<td>Subject-matter Expert</td>
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<td>TIP</td>
<td>Test Information Packet</td>
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<td>TSA</td>
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<td>VID</td>
<td>Video</td>
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<tr>
<td>WTO</td>
<td>Wastewater Treatment Operator</td>
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<tr>
<td>WTS</td>
<td>Wastewater Treatment Supervisor</td>
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</table>
Introduction

IPMA-HR started developing tests for the public sector more than 70 years ago. The idea was simple: we wanted you to have a standard method of evaluating applicants — weeding out those who just don’t have what it takes to be successful on the job and finding those destined to rise to the top.

Today, IPMA-HR is the premier international provider of public sector tests — public safety, support personnel, and public works. We supply over 200,000 tests annually to agencies like yours located throughout the U.S., Canada, and the European Union.

Hire & Promote with Confidence

You can hire and promote with confidence knowing you’re using the most reliable, comprehensive and affordable assessment products in the industry. We offer tests and supporting products for the following:

- POLICE.
- FIRE.
- EMERGENCY COMMUNICATIONS CENTER (ECC).
- CORRECTIONS.
- ADMINISTRATIVE SUPPORT.
- CUSTOMER SERVICE.
- PUBLIC WORKS.

WE ARE THE INDUSTRY EXPERTS

With over 70 years of experience in test development, IPMA-HR is the expert in the testing industry. In addition to our expertise, you gain:

- A faster and more efficient means of identifying the most qualified candidates.
- Job-related tests backed by extensive research and rigorous validation efforts.
- A reduction in costs associated with turnover.
- Increased legal defensibility of your hiring process.
- Easy test administration.

How Our Tests Are Developed

The first thing you should know about our test development process is that it follows very strict legal and professional principles and guidelines, specifically:

- The American Psychological Association’s Standards for Educational and Psychological Testing.
- The Society for Industrial and Organizational Psychology’s Principles for the Validation and Use of Personnel Selection Procedures.

DID YOU KNOW?

IPMA-HR provides a full portfolio of products and services needed at every stage of your public sector HR career including expert-led trainings and online courses, professional certification, webinars, conferences, publications on industry news and best practices, federal advocacy, and access to an international peer network.

To learn more, please visit us online: ipma-hr.org.

You can rest assured that every test we develop undergoes a comprehensive and systematic process to ensure its validity. This process relies on two parts: content relevance and criterion relatedness.

CONTENT RELEVANCE

Our test development process always starts with a thorough job analysis. This is when we gather information from subject-matter experts (SMEs). SMEs are the men and women who have been doing the job for a number of years — and doing it well — in departments and organizations located all over the country.

The information we gather is very important to ensuring that the content of the test is relevant to the job. There are three steps to this process:

1. Job Analysis Questionnaire

SMEs complete a job analysis questionnaire, which asks them to rate three things:
   - How important specific tasks are to the job.
   - How frequently those tasks are performed.
   - How important the knowledge, skills, abilities, and other characteristics (KSAOs) listed are to performing the job effectively.

2. Data Analysis

Once all the data has been collected from the questionnaires, we analyze it to determine the most important KSAOs needed to do well in that particular job.

3. Test Blueprint

Our analysis provides us with the information we need to create a blueprint for developing test items.

ONE STEP FURTHER

When developing promotional tests, which are rank-specific tests that help you assess the promotional potential of your employees, we take the content relevance part of the development process one step further.

After the tests are developed, we ask a group of SMEs (for promotional tests, they are supervisory and administrative-level employees) to review the test questions, and for each one, rate its clarity, importance and relevance to the job.
CRITERION RELATEDNESS

In this part of the validation process, which is completed for all our entry-level, multiple-choice public safety tests, we take steps to ensure that test scores directly relate to a candidate’s job performance.

There are four steps to the process:

1. Gather Test Scores
   Once the test is drafted, we ask men and women from departments and organizations around the country, who are currently doing the job, to take the test.

2. Gather Job Performance Ratings
   Next, we ask their direct supervisors to evaluate their job performance using a standard form provided by us.

3. Test the Test
   Then we evaluate the information, facts and figures gathered in steps 1 and 2 to identify patterns — specifically, to ensure that a candidate’s test score does, in fact, predict his or her job performance.

4. Item Analysis
   Finally, an item analysis is conducted to identify test items that are not working well. For example, test items that are statistically shown to be too easy or too difficult, or that fail to show a difference between those who do well on the test — and those who don’t.

Who Develops Our Tests

Combined, the experts who make up our test development team have over 80 years of experience. They are recognized experts in their field, having received national awards for their work, been asked to speak at numerous conferences and workshops, served as expert witnesses and government advisors. To learn more about our test development team, please visit: ipma-hr.org/assessment/staff.

Test Security is a Must — for Everyone’s Benefit

ipma-hr.org/TSA

Test Security Agreements (TSAs) are just one of the security precautions we take to ensure that our tests don’t get into the wrong hands. We require that you have a signed TSA on file with us before ordering any of our testing products. We do this for your benefit, your agency or organization’s benefit, and the benefit of those who will be taking the test.

The TSA is a legal document that protects the mutual interests of all public agencies and officials who use test materials obtained from IPMA-HR. It also protects the interests of persons taking the tests by helping to ensure that no one gains special advantage by having improper access to the test materials and publications.

Become a TSA Signer. Becoming a TSA signer provides you with the ability to order any of our tests or assessment systems. To become a TSA signer, just fill out the form attached at the center of this catalog, or visit us online where you can learn more (we even have a video!), download, and sign a TSA at your convenience: ipma-hr.org/TSA.

Test-specific Information

If you would like to know more about a specific test or assessment product, we have the following documents available — free of charge — at the request of a TSA-signer from your department or organization.

- **Technical Report.** Our technical reports provide detailed information about the job analysis, development and validation process for a specific test or series of tests. Here you will find much more technical and test-specific information.

- **Inspection Copy.** Inspection copies of our tests are available upon request. Review of an inspection copy allows you the opportunity to ensure that the test items are applicable to your department.

- **Test Response Data Report.** This report provides you with five years of test data gathered on candidates from jurisdictions that have previously administered the test. The data includes frequency distribution, adverse impact by race and gender, as well as an agency listing.

Please contact us by email assessment@ipma-hr.org or phone 1-800-381-TEST (8378).

Test Preparation

- **Reading lists are required for all customized and promotional tests** for police, fire, corrections, ECC, and wastewater treatment, which is indicated by the ‘RL’ icon throughout the catalog. **Candidates must receive the reading list at least 60 days prior to the exam** in order to have adequate time to acquire and study each book on the list.

  For more information, and to obtain a current copy of the reading list for your promotional test, go to: ipma-hr.org/readinglist.

- **Study guides are available** for all entry-level police, fire, and ECC tests, which is indicated by the ‘SG’ icon throughout the catalog. Learn more on page 37.

  - **Candidates** may order study guides online from Public Safety Compass: publicsafetycompass.com ($20 + S&H).

  - **Agencies** may order study guides for their candidates directly from our website: ipma-hr.org/studyguides ($15). Study guides must be shipped directly to your agency’s TSA signer.

Online Testing

Wherever you see this icon in the catalog, that test is available for easy online administration through our Online Test Administration Service (OTAS). Learn more on page 5 or visit our website: ipma-hr.org/OTAS.
Candidate Challenges
At IPMA-HR, we know the prospect of having your test results challenged can be daunting, but we’re here to guide you, step by step, through the process. Start by downloading a copy of the free e-publication, “Considerations in Handling Test Challenges,” which provides you with the specific steps that must be taken to handle promotional test challenges.

To download your free copy, please go to: ipma-hr.org/testchallenges.

PLEASE NOTE: IPMA-HR does not permit candidate review of its entry-level tests. In the event that a candidate challenges an entry-level test, please contact the Assessment Services Department at 1-800-381-TEST (8378) or assessment@ipma-hr.org.

We’re Here to Help
At IPMA-HR, we consider quality customer service a top priority. If you have questions about our tests or supporting products, are ready to place your order, or you want to know what the weather’s like in Alexandria, Virginia, today, please contact us: M-F, 9:00 a.m. – 5:00 p.m. ET.

e: assessment@ipma-hr.org
p: 1-800-381-TEST (8378)
w: ipma-hr.org/assessment

Online Test Administration Service (OTAS)
ipma-hr.org/OTAS

The same highly regarded tests that enable you to hire and promote with confidence are available for online administration with IPMA-HR’s Online Test Administration Service (OTAS).

SIMPLE. OTAS makes test administration simple and hassle-free. The service works with both Windows and Mac operating systems, a set of easy-to-follow instructions are included, candidate instructions are built right in to the test, and tests are self-timed.

EFFICIENT. OTAS saves you time. You don’t have to mess with shipping, carting supplies around, shredding tests, or waiting for the results — tests are scored instantly!

COST-SAVING. OTAS saves you money. There’s nothing to mail back to us, and there are no restocking or scoring service fees.

SECURE. OTAS is secure. You don’t have to track or lock away test materials. And, WebLock software ensures that candidates’ computers are locked down to prevent online cheating.

Getting started with OTAS is easy! Visit our website to learn more: ipma-hr.org/OTAS.

Remote Proctoring with ProctorU Live+
ipma-hr.org/Remote

Extend your reach and expand opportunity with our remote proctoring service. IPMA-HR has partnered with ProctorU to equip agencies with the ability to allow job candidates to take tests securely from any location — wherever they have a computer with a high-speed internet connection.

Backed by artificial intelligence (AI), ProctorU Live+ provides highly trained live proctors to watch test-taker activity in real time. Proctors are assisted by AI with alerts to suspicious behaviors such as head and eye movements, unusual sounds or voices, and more than 25 other possible activities. If cheating is confirmed, proctors document the incident, and professionally trained interventionists take the necessary corrective action.

Why choose remote proctoring?

- Scheduled or On-demand Access 24/7
- Guided Live Exam Launch Process
- Multi-factor Identity Verification
- Live Environment Security Scans
- Live Monitoring and Intervention
- AI-based Behavior Analysis
- End-to-end Recordings
- Incident Reporting within 24 Hours
- Standardization

Learn more about the benefits of remote proctoring at ipma-hr.org/Remote.
While finding great candidates has always been a challenge, it’s even more difficult today due to budget cuts and a rate of retirement that is outpacing the supply of promising new recruits nationwide. **We can help.**

You can rely on our Police Assessment Products to help you find the candidates who have the promise of becoming great officers — and to identify the best among your ranks for promotion. In this section, you’ll find information on the following:

- **ENTRY-LEVEL** stock tests.
- **SUPPLEMENTAL** stock tests.
- **PROMOTIONAL** tests, including stock, semi-stock and customized.
- **POLICE OFFICER STRUCTURED INTERVIEW SYSTEM (POSIS)** — a structured oral interview system for entry-level candidates.
- **PUBLIC SAFETY ASSESSMENT CENTER SYSTEM (PSACS)** — a system for assessing the promotional potential of your personnel.

You may also find more information on our website: ipma-hr.org/Police.
Entry-level (EL) Tests

Know which candidates will be successful on the job before you hire them. Our entry-level police tests assess the knowledge, skills, abilities and other characteristics (KSAOs) necessary for success. No prior police training or experience is assumed of candidates taking any of our entry-level police tests.

The table below provides you with a comparison of our police entry-level stock tests. In addition to the table, you’ll find a brief explanation of each entry-level police test or test series starting on page 8. If you would like more information, a Test Security Agreement (TSA) signer from your department may request a free inspection copy and a free copy of the test’s technical report.

### What is a TIP? And why is it important?

The 100- and 200-series of entry-level police tests include a TIP, which stands for Test Information Packet. TIPs were designed to assess candidates’ ability to learn, remember, and apply new information. Some of the material is written (e.g., articles and facts related to police work), and some is visual (e.g., “Wanted Posters”). TIPs are an essential, timed part of the tests they accompany. They are distributed and collected (after a study period of 25 minutes) prior to handing out the test booklets. The number of test items based on information from the TIP varies by test series.

### TSA SIGNERS

A Test Security Agreement (TSA) signer is someone who has signed our TSA, which is a legally binding agreement to honor its terms and conditions. Learn more at: ipma-hr.org/TSA.

### POLICE OFFICER ENTRY-LEVEL (PO-EL) STOCK TESTS

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>TOTAL TIME*</th>
<th>TOTAL NUMBER OF TEST ITEMS</th>
<th>SUBTESTS</th>
<th>NUMBER OF TEST ITEMS PER SUBTEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Ability to Learn and Apply Police Information (TIP)</td>
<td>25</td>
</tr>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Ability to Observe and Remember Details (TIP)/(VID)</td>
<td>12</td>
</tr>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Vocabulary**</td>
<td>15</td>
</tr>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Reading Comprehension**</td>
<td>8</td>
</tr>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Ability to Follow Directions</td>
<td>20</td>
</tr>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Ability to Problem Solve and Use Logic</td>
<td>8</td>
</tr>
<tr>
<td>Paper</td>
<td>2:10</td>
<td>100</td>
<td>Ability to Use Situational Judgment</td>
<td>12</td>
</tr>
<tr>
<td>Video &amp; Paper</td>
<td>3:00</td>
<td>100</td>
<td>Police Interest Questionnaire - NC</td>
<td>X</td>
</tr>
</tbody>
</table>

*Total Time includes 25 minutes for the TIP, when applicable.

**The PO-EL 100 Series combines Vocabulary and Reading Comprehension under the heading “Verbal Ability.” NC = Noncognitive Component

TIP = Test Information Packet

VID = Video
POLICE OFFICER ENTRY-LEVEL (PO-EL) 100 SERIES (TIP)  

25 MINUTES FOR TIP  
1 HOUR, 45 MINUTES | 100-ITEM TEST

The PO-EL 100 series are multiple-choice tests designed to assess whether a candidate has the most basic abilities necessary to learn and perform the duties of a police officer, such as patrolling an assigned area, questioning witnesses, securing a crime scene, handling a disturbance, investigating a complaint, making arrests and writing reports.

PO-EL 101 and PO-EL 102 each contain five subtests, which are listed below along with some of the competencies they assess.

1. **Ability to Learn and Apply Police Information.** Assesses whether candidates can quickly learn and properly apply new methods, facts and information including rules, procedures, ideas and concepts outlined in policy manuals and other training materials.

2. **Ability to Observe and Remember Details.** Assesses a candidate’s ability to take note of and remember key details about wanted, suspicious, and missing persons, events, places, and/or crimes requiring police attention.

3. **Verbal Ability.** Vocabulary questions test candidates’ language skills and familiarity with word meaning, and written paragraphs assess their ability to read and understand materials related to police work.

4. **Ability to Follow Directions.** Candidates are asked to interpret maps, read duty assignments, and complete report forms, which assesses their observational skills, their ability to use logic, and their ability to understand and follow directions.

5. **Ability to Use Judgment and Logic.** Assesses whether candidates can follow a logical course of action, how resourceful they are, whether they can come up with solutions to tough problems, and their ability to distinguish important details.

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POLICE OFFICER ENTRY-LEVEL (PO-EL) 200-NC SERIES (TIP)  

25 MINUTES FOR TIP  
1 HOUR, 45 MINUTES | 100-ITEM TEST

The PO-EL 200-NC series (PO-EL 201-NC, 202-NC, and 204-NC) are multiple-choice tests designed to assess whether a candidate has the most basic abilities required to perform successfully in the police academy and, more importantly, on the job. All three tests have a cognitive and a noncognitive component, the concept of which is explained in detail on the PO-EL 200-NC test pages of our website.

The PO-EL 200-NC series of tests each contain four subtests, which are listed below along with some of the competencies they assess.

1. **Wanted Posters.** Candidates are asked questions related to the wanted posters found in the Test Information Packet (TIP) (e.g., crimes involved, locations, distinguishing features, aliases), which assesses candidates’ ability to observe and remember details.

2. **Test Information Packet (TIP) Articles.** Candidates must recall facts and apply concepts presented in the study materials of the TIP to assess reading comprehension, reasoning, and the ability to learn and apply information.

3. **Police Interest Questionnaire.** Assesses personality and interest in police work, where answers are matched against those more often chosen by police officers with high job performance ratings.

4. **Reasoning and Judgment.** Given the fact that police officers are required to confront many situations that call on their ability to make sound situational judgments or social judgments, this subtest assesses their strength in the areas of logic, verbal reasoning, and situational judgment.
POLICE OFFICER ENTRY-LEVEL (PO-EL) 302 (VID)  
3 HOURS | 100-ITEM TEST

PO-EL 302 is a video-based test designed to assess the critical abilities of entry-level police officer candidates using work samples. Instructions and a countdown timer are embedded in the video to make administration easy.

The four sections of the test are:

1. **Roll Call Briefing.** Candidates watch and take notes on a video of a shift briefing that includes suspect photos and background intel on recent incidents, then answer questions based on information received. This section is designed to assess a candidate’s ability to observe, listen to, and remember information.

2. **Training Session.** Candidates watch a short training session, take notes, and then answer questions. This section is designed to assess a candidate’s ability to listen to, learn, and remember information.

3. **Situational Judgment Scenarios.** In this section, questions are presented to candidates through a series of video vignettes of actual police incidents. Candidates are asked to observe and decide what action they would take. This section is designed to assess a candidate’s ability to reason and solve problems.

4. **Multiple-choice Questions.** Test items are standard, multiple-choice questions that assess candidates’ reading comprehension skills and their ability to learn and problem solve.

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**GOOD TO KNOW!** Video-based tests help with the reduction of adverse impact.

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**Supplemental Tests**

Supplemental tests enhance the success of your hiring process by providing you with more in-depth information about candidates’ abilities in a specific area, such as their written communication skills.

**POLICE OFFICER REPORT COMPLETION EXERCISE (PO-RCE) 101 & 102 (VID)**

6-MINUTE VIDEO  
30 MINUTES FOR THE INCIDENT REPORT

You can assess your candidates’ observational, listening, and written communication skills with this video-based simulation exercise. Instructions and a 30-minute timer are embedded in the video to make administration easy.

Choose one of two video scenarios, either PO-RCE 101 or PO-RCE 102, for your candidates to watch. They’ll take notes and then respond as if they were the officer on-scene. Using the accompanying Incident Report form, candidates will list the parties involved and provide a written summary of the incident.

There are a few different ways you can use PO-RCE:

- In conjunction with another entry-level police test. *(You will not be charged an administration fee for this test if ordered with another test product.)*

- As another hurdle for your candidates to clear in the selection process.

- As a training tool.

**PLEASE NOTE:** The PO-RCE test gives you the opportunity to customize scoring criteria to fit your agency’s needs. You may do this using the scoring guidelines, sample evaluation rating scales and rating forms included in the test administration packet.
Promotional Tests

Every organization is a product of its leadership, and when speaking of law enforcement agencies, the quality of your leadership affects not only your agency, but the community you serve. IPMA-HR’s promotional police tests and Public Safety Assessment Center System (PSACS) provide law enforcement agencies with the essential information needed to help ensure only the most highly-qualified candidates with the greatest leadership potential are promoted.

POLICE DETECTIVE (PDET) 🗓️

2 HOURS, 30 MINUTES | 100-ITEM TEST

The PDET series was designed to assess whether candidates have the competencies to perform successfully at the rank of detective in a law enforcement agency. Each test in the PDET series contains three subtests, which are listed below along with examples of some of the competencies they assess.

1. Police Investigative Procedures. Knowing the procedures and techniques of criminal investigations (e.g., interviewing and interrogating, surveillance), and the proper procedures for documenting, gathering and preserving evidence is critical for detectives.

2. Laws Related to Police Work. This subtest assesses whether your candidates know what constitutes probable cause; the laws and rules of evidence; and the laws and procedures of detention and arrest, interviewing and interrogation, and search and seizure.

3. Concepts for Writing & Completing Reports, Records and Paperwork. Your agency could win — or lose — a case based on whether or not your detectives can write in an accurate, clear, concise, and organized manner, as well as their knowledge of the principles and techniques for accurately completing crime reports, arrest reports and warrants.

POLICE SUPERVISOR (PSUP) – CORPORAL/SERGEANT 🗓️

2 HOURS, 30 MINUTES | 100-ITEM TEST

The PSUP series was designed to assess whether candidates have the competencies to perform successfully at the rank of first-line police supervisor (i.e., corporal or sergeant) in a law enforcement agency. Each test in the PSUP series contains five subtests, which are listed below along with examples of some of the competencies they assess.

1. Laws Related to Police Work. Find out if your candidates have the legal knowledge to immediately determine whether a subordinate’s actions were appropriate and legal, if probable cause exists for an arrest or search, or proper charges have been lodged against a suspect.

2. Police Field Operations. In order to train, evaluate, correct and answer the questions of their subordinates, police supervisors must have knowledge of basic police procedures, such as when it’s appropriate to use force, proper arrest procedures, community policing concepts and basic patrol strategies.

3. Supervisory Practices. Concepts of Supervision and Concepts of Administration have been combined under this heading.

   - Concepts of Supervision. Rated higher than any other supervisory competency is the ability to apply judgment and common sense. In this area of the test, candidates are required to demonstrate their understanding of practical concepts and their ability to apply them to supervisory situations.

   - Concepts of Administration. The ability to navigate the chain of command, analyze and make recommendations for departmental policy, and excellent planning skills are all important to a police supervisor’s success.

4. Police Investigative Procedures. Securing a crime scene and conducting, supervising and coordinating the preliminary investigation and/or ongoing investigation requires someone with knowledge of the procedures for performing tasks such as crime scene management, and gathering and preserving evidence.

5. Records, Reports and Paperwork. Since a criminal case can be won or lost on the basis of a police report, report review is a critical part of a supervisor’s job; even grammatical or spelling errors can place the credibility of a report, or the officer who wrote it, in doubt.
POLICE LIEUTENANT (PL) 2 HOURS, 30 MINUTES | 100-ITEM TEST
This test was designed to assess whether candidates have the competencies to perform successfully at the rank of lieutenant in a law enforcement agency. Listed below are the four subtests included, along with examples of the competencies they assess.

1. **Laws Related to Police Work.** Knowing what constitutes probable cause; the laws and procedures of arrest, search and seizure; the laws and rules of evidence; and police actions that are considered criminal (e.g., violating suspects’ rights, police brutality) are considered standard knowledge for any police lieutenant.

2. **Concepts of Supervision.** Having principles and strategies for developing and maintaining morale and discipline, and for dealing with human behavior (e.g., motivation, frustration, personal needs) and different personalities is a must for supervisors.

3. **Concepts of Administration.** Find out if your candidates understand important leadership principles and have the knowledge to develop and implement policies, deal with liability issues, and develop positive relationships with the community.

4. **Standard Police Procedures: Patrol & Investigation.** In order to direct and oversee the work of other officers, administrators should have knowledge of proper arrest, investigative and crime scene procedures, and they should have effective strategies and tactics for patrol and dealing with the public (e.g., conflict management, crowd control).

Customized Promotional Tests

You need a promotional test for an upper-rank. You look through our stock promotional tests and find one that would work if only this was different or that were added. Or maybe you’re testing for a rank we don’t have a stock test for at all. When that happens, turn to our Customized Test Service.

**SEMI-STOCK:**
DETECTIVE, CORPORAL/SERGEANT, LIEUTENANT
IPMA-HR’s Customized Test Service enables agencies to customize a promotional stock test to create a semi-stock test. You can find more information about semi-stock tests on page 35.

**FULLY CUSTOMIZED:**
CAPTAIN, MAJOR, DEPUTY CHIEF, CHIEF
Assess the competencies most important for effective job performance in the upper ranks of your department with the creation of a fully customized promotional test. For more information about customized tests, please see page 35.
Police Officer Structured Interview System (POSIS)
ipma-hr.org/POSIS

Assess entry-level candidates’ levels of maturity and motivation, and their decision-making, communication and interpersonal skills in a face-to-face setting with IPMA-HR’s Police Officer Structured Interview System (POSIS). This innovative assessment system makes it easy for you to:

- PLAN a successful oral interview process.
- TRAIN your panel members on the interview questions and rating guidelines of the system.
- ASSESS candidates on the knowledge, skills, abilities and other characteristics (KSAOs) critical to success on the job, including personal experiences, problem-solving skills, and their ability to think under pressure.

POSIS has everything you need, including:

- Administrator’s Manual provides an overview of POSIS and details on how to plan, administer and score the process.
- Panelist Training Manual with PowerPoint Presentation and Video prepares panelists to observe and rate police officer candidates. The PowerPoint presentation includes video vignettes with mock interviews to teach your panelists about POSIS and give them an opportunity to practice rating candidate responses.
- Panelist Booklets contain the oral interview questions, rating scales and benchmarks used during scoring.
- Score Sheets and all other forms you’ll need.

POSIS HAS TWO VERSIONS
There are two versions of POSIS available: Form A and Form B. Both forms assess the same KSAOs and contain seven oral interview questions, four of which are unique to the version. You may find the questions in one form more applicable to your jurisdiction than the other, or you may find both forms apply and opt to alternate forms from year to year: the choice is yours!

Public Safety Assessment Center System (PSACS)
ipma-hr.org/PSACS

You can assess the promotional potential of police personnel in your department — without incurring the expense of a consulting firm — with the Public Safety Assessment Center System (PSACS). A valuable tool used by law enforcement agencies across the nation, the PSACS accurately predicts a candidate’s on-the-job performance at the following ranks:

- SERGEANT.
- LIEUTENANT.
- CAPTAIN.

Included in every PSACS:

- Assessment Center Model and Exercise Materials.
- Content Validation Guidelines and Materials.
- Project Management Plan.
- Assessor Trainer Guidelines and Training Materials.
- Sample Scoring Forms, Rating Scales and Scoring Guidelines.
- Candidate Orientation Guidelines and Orientation Materials.
- Miscellaneous Support Materials.
- CD-ROM containing Assessor Training and Candidate Training PowerPoint presentations, as well as examples of support materials.

The PSACS was designed by professional consultants who have more than 25 years of experience developing and administering police assessment centers at all levels of government. The system adheres to federal legal guidelines and industry-established professional guidelines. In addition to having withstood court scrutiny, the assessment center method is accepted by candidates and is universally viewed as a fair and unbiased assessment tool.

Based on extensive research and development methods, including studies with nearly 1,000 candidates, it has been determined that the scores obtained through POSIS are very reliable and valid. With a high rate of consistency across multiple interviewers and panels, the POSIS system has a remarkably high degree of acceptance from agency administrators, examiners and candidates.

Our department is very happy to have discovered IPMA-HR’s Police Officer Structured Interview System (POSIS). The training and instructions are clear and concise, and every form you could possibly need is supplied. There’s even an Excel spreadsheet for computing the final scores, which made that process quick and easy. Part of the training is a series of videos of mock candidates, which were particularly helpful to us. They provided our panel members with an in-depth understanding of each interview question and how to score in a consistent way—a very important feature given that we use several different panels in our interview process. POSIS is a welcome addition to our assessment process; it really helped in our selection of the right candidates. We’ll definitely be using it again!

-Bruce Henry, Public Safety HR Director, Indianapolis Metropolitan Police Department

The results of the assessment center process were key in assisting us with making promotional decisions that have proved to be very sound. We were so pleased with the outcome of the sergeant process, we have now used the systems for the lieutenant and captain ranks.

-HR Director, City of Dothan, AL

Request your free inspection copy of POSIS to get more product details, including a summary of each question asked on the two forms and a copy of the technical report, which explains our development process.
ipma-hr.org/POSIS
The following table provides detailed information regarding each system (by rank), including PSACS-specific content and the competencies assessed.

<table>
<thead>
<tr>
<th>SYSTEM (BY RANK)</th>
<th>COMPETENCIES ASSESSED</th>
</tr>
</thead>
</table>
| **SERGEANT**     | • Problem Identification & Analysis  
                    • Decision-making/Decisiveness  
                    • Oral Communication  
                    • Written Communication  
                    • Interpersonal & Community Relations  
                    • Planning & Supervising  
                    • Applied Technical Knowledge |
| The PSACS for sergeant includes a subordinate role-play exercise, a video-based technical exercise and a video-based in-basket exercise. |
| **LIEUTENANT**   | • Analysis & Problem Solving  
                    • Decision-making/Judgment  
                    • Technical & Professional Knowledge  
                    • Oral Communication  
                    • Written Communication  
                    • Interpersonal Effectiveness/Influencing |
| The PSACS for lieutenant includes a subordinate role-play exercise, a video-based operational exercise and a video-based in-basket exercise. |
| **CAPTAIN**      | • Analysis & Problem Solving  
                    • Decision-making/Judgment  
                    • Oral Communication  
                    • Written Communication  
                    • Interpersonal Effectiveness/Leading  
                    • Planning, Coordinating & Resource Management |
| The PSACS for captain includes an interactive leadership exercise, a video-based public interaction exercise and a video-based management written exercise. |

**PRICING & REQUESTS FOR MORE INFORMATION**

Every PSACS is printed to order; therefore, pricing is dependent on a number of factors related to your agency-specific needs. In order to expedite your request, please visit us online at ipma-hr.org/PSACS and fill out the **PSACS Inquiry Form**. One of our testing specialists will be in touch within two business days to discuss pricing and to answer any questions you may have. You may also call our Assessment Services Department at **1-800-381-TEST (8378)**.

**PLEASE NOTE:** In order to ensure the timely delivery of your PSACS, please contact IPMA-HR at a **minimum of 90 days prior to your test administration date**. We require a minimum of four weeks to process your PSACS order. Additionally, your agency will need 1-2 months to plan, schedule and run the assessment center, depending on your experience.

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*Using the PSACS, we didn’t get one complaint about our promotional process. The assessors and candidates were very impressed with the system training they received. Having the opportunity to practice all phases of the assessment process gave assessors confidence when the actual scoring process began. And the candidate training provided gave our candidates a thorough understanding of exactly what was expected of them in all three of the exercises.*

— Joseph D. Bishop, Chief of Police, Columbia, TN
FIRE

Rural, suburban, or urban — fire departments in every area of the country are facing major staffing challenges. When you’re forced to make do with less manpower, whom you choose becomes that much more critical. We can help.

You can rely on our fire tests to help you find the candidates who have the promise of becoming dedicated firefighters — and to identify and promote the leaders in your department. In this section, you’ll find information about the following:

- **ENTRY-LEVEL** stock tests.
- **SUPPLEMENTAL** stock tests.
- **PROMOTIONAL** tests, including stock, semi-stock and customized.

You may also find more information on our website: ipma-hr.org/fire.
Entry-level (EL) Tests

Know which candidates will be successful on the job before you hire them. Our entry-level firefighter tests assess the knowledge, skills, abilities and other characteristics (KSAOs) necessary for successful performance as a firefighter. **No prior fire training or experience is assumed of candidates taking any of our entry-level firefighter tests.**

The table below provides you with a comparison of all of our fire entry-level stock tests. In addition to the table, you’ll find a brief explanation of each entry-level test or test series on pages 16-17. If you would like more information, a Test Security Agreement (TSA) signer from your department may request a free inspection copy and a free copy of the test’s technical report.

**What is a TIP? And why is it important?**

The 200- and 300-series of entry-level firefighter tests include a **TIP**, which stands for Test Information Packet. TIPs were designed to assess candidates’ ability to learn, remember, and apply new information. Some of the material is written (e.g., articles and facts related to firefighting), and some is visual (e.g., maps).

**TIPs are an essential, timed part of the tests they accompany. They are distributed and collected (after a study period of 20 minutes) prior to handing out the test booklets. The number of test items that are based on information from the TIP varies by test series.**

**TSA Signers**

A Test Security Agreement (TSA) signer is someone who has signed our TSA, which is a legally binding agreement to honor its terms and conditions.

Learn more at: ipma-hr.org/TSA.

### Entry-level Stock Tests

<table>
<thead>
<tr>
<th>Subtest</th>
<th>100 Series</th>
<th>200 Series</th>
<th>300 Series</th>
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<tbody>
<tr>
<td>Ability to Learn, Remember &amp; Apply Information (TIP)</td>
<td>X</td>
<td>X</td>
<td>35</td>
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<tr>
<td>Reading Comprehension</td>
<td>26</td>
<td>24</td>
<td>15</td>
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<tr>
<td>Interpreting Tables</td>
<td>9</td>
<td>10</td>
<td>X</td>
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<tr>
<td>Situational Judgment</td>
<td>10</td>
<td>10</td>
<td>13</td>
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<tr>
<td>Logical &amp; Mathematical Reasoning Ability</td>
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<td>15</td>
<td>17</td>
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<tr>
<td>Reading Gauges</td>
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<td>2</td>
<td>X</td>
</tr>
<tr>
<td>Mechanical Aptitude</td>
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<td>6</td>
<td>X</td>
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<tr>
<td>Spatial Sense</td>
<td>9</td>
<td>10</td>
<td>X</td>
</tr>
<tr>
<td>Map Reading</td>
<td>7</td>
<td>6</td>
<td>X</td>
</tr>
<tr>
<td>Vocabulary</td>
<td>7</td>
<td>7</td>
<td>X</td>
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<tr>
<td>Firefighter Interest Questionnaire (NC)</td>
<td>X</td>
<td>X</td>
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</tr>
</tbody>
</table>

*TToal Time includes 20 minutes for the TIP, when applicable. NC = Noncognitive Component TIP = Test Information Packet*
FIREFIGHTER ENTRY-LEVEL (FF-EL) 100 SERIES

2 HOURS | 90-ITEM TEST

Ensure you’re selecting the most qualified applicants by assessing the knowledge, skills, abilities, and other characteristics (KSAOs) new firefighters need to be successful on the job. FF-EL 101 and 102 each contain nine subtests, which are listed below along with examples of some of the competencies they assess.

1. **Reading Comprehension.** Using training materials, manuals, and directions for using equipment, this section assesses candidates’ ability to read, understand and properly apply job-related materials.

2. **Interpreting Tables.** Candidates are required to read materials in the form of tables, and to answer questions based on their understanding of the information presented.

3. **Situational Judgment.** Assesses a candidate’s ability to quickly size up a situation and use common sense, as well as judgment and knowledge, to quickly decide what to do next.

4. **Logical and Mathematical Reasoning Ability.** This section assesses candidates’ ability to apply mathematical rules given to them, and to apply deductive reasoning to reach conclusions based on the facts presented.

5. **Reading Gauges.** Presents illustrations of gauges or dials and requires candidates to identify the value to which the needle on the gauge is pointing.

6. **Mechanical Aptitude.** This section assesses whether candidates have a basic understanding of machinery and equipment and a practical understanding of basic physical principles, such as leverage, applied force, heat flow, and center of gravity.

7. **Spatial Sense.** Tests candidates’ ability to orient themselves in new places and to find their way around based on visual cues, including their judgment of distance and heights.

8. **Map Reading.** Assesses candidates’ use of logic, observation and spatial sense by requiring candidates to get from one location to another by following directions and by reading and following maps.

9. **Vocabulary.** Tests candidates’ basic verbal comprehension through vocabulary questions using standard words, rather than technical firefighting terms.

FIREFIGHTER ENTRY-LEVEL (FF-EL) 201-NC & 301-NC (TIP)

20 MINUTES FOR TIP

2 HOURS | 100-ITEM TEST

FF-EL 201-NC and FF-EL 301-NC are multiple-choice tests designed to assess whether a candidate has the most basic abilities required to perform successfully in the fire academy and, more importantly, on the job. Both tests have a cognitive and a noncognitive component, the concept of which is explained in detail on the FF-EL 201-NC and FF-EL 301-NC test pages of our website.

The FF-EL 201-NC and FF-EL 301-NC each contain five subtests, which are listed below along with some of the competencies they assess.

1. **Ability to Learn, Remember and Apply Information.** Utilizes what is sometimes called a “miniature training” format, designed to assess candidates’ ability to read, understand, remember and apply information presented to them.

2. **Reading Comprehension.** Consists of reading passages, typically one paragraph in length, followed by questions testing comprehension.

3. **Firefighter Interest Questionnaire.** Questions in this section are designed to assess personality and interest as related to the job of a firefighter.

4. **Logic and Mathematical Reasoning.** Requires candidates to solve problems using logical reasoning ability and to answer several questions involving the reading of basic mathematical tables, the application of formulas, reading of gauges and dials, and the selection of appropriate equipment.

5. **Situational Judgment.** Candidates are required to demonstrate a range of abilities including cooperativeness, the ability to work effectively with others, the ability to be a “team player,” conscientiousness, thoroughness, and good work habits.

The Firefighter Study Guide gives all your candidates the best chance of success on our entry-level tests. Learn more on page 37.
20 MINUTES FOR TIP
1 HOUR, 45 MINUTES | 80-ITEM TEST
If you prefer to use a test that does not include a noncognitive component, FF-EL 202 and FF-EL 302 will meet your needs.

FF-EL 202 and FF-EL 302 are multiple-choice tests designed to assess whether a candidate has the most basic cognitive abilities required to perform successfully on the job. FF-EL 202 and 302 each contain four subtests, which are listed below along with examples of some of the competencies they assess.

1. Ability to Learn, Remember and Apply Information.
   Using a detailed description and map of a hypothetical town called “Centerville,” this section assesses how well candidates are able to absorb and apply new information of the type required on the job.

2. Reading Comprehension.
   Provides reading passages based on firefighting topics followed by questions that require candidates to demonstrate their ability to read and comprehend technical information.

   This section assesses a candidate’s ability to handle day-to-day situations that deal with teamwork, following department rules, and interactions with supervisors, co-workers and the public.

4. Logical and Mathematical Reasoning Ability.
   This section assesses a candidate’s ability to reason logically, solve problems, understand and apply basic mathematical data, and apply rules to new situations.

Supplemental Tests

Supplemental tests enhance the success of your recruitment process by providing you with more in-depth information about a candidate’s ability in a specific area, such as their written communication skills.

FIRE REPORT COMPLETION EXERCISE (FF-RCE)
101 & 102 (VID)
6-MINUTE VIDEO
30 MINUTES FOR THE INCIDENT REPORT
You can assess your candidates’ observational, listening, and written communication skills with this video-based simulation exercise. Instructions and a 30-minute timer are embedded in the video to make administration easy.

Choose one of two video scenarios, either FF-RCE 101 or FF-RCE 102, for your candidates to watch. They’ll take notes and then respond as if they were on-scene. Using the accompanying Incident Report form, candidates will list the parties involved and provide a written summary of the incident.

There are a few ways you could use FF-RCE:

- In conjunction with another entry-level firefighter test. (You will not be charged an administration fee for this test if ordered with another test product.)
- As another hurdle for your candidates to clear in the selection process.
- As a training tool.

PLEASE NOTE: The FF-RCE test gives you the opportunity to customize scoring criteria to fit your agency’s needs. You may do this using the scoring guidelines, sample evaluation rating scales, and rating forms included in the test administration packet.
Promotional Tests

You would be hard-pressed to name a jobsite where strong leadership is more important than on the fireground. Identifying those with the qualifications and desire to become the future of your department is crucial to the success and safety of all firefighters under your command.

IPMA-HR’s promotional fire tests provide departments with the information needed to help ensure only the most highly-qualified candidates with the greatest leadership potential are promoted. Following is a brief explanation of each promotional fire test or test series we offer. If you would like more information, a Test Security Agreement (TSA) signer from your department may request a free inspection copy and a free copy of the test’s technical report.

FIRE ENGINEER – DRIVER/OPERATOR SERIES (FE)  
2 HOURS | 100-ITEM TEST

The Fire Engineer – Driver/Operator (FE) series, FE 301-AA and FE 302, was designed to assess whether candidates have the competencies to perform successfully as a fire engineer – driver/operator. FE 301-AA contains nine subtests and FE 302 contains eight subtests, all of which are listed below along with examples of the competencies they assess.

1. Knowledge of Pumping Operations. Ensure candidates know how to engage and operate a fire pump; how to maintain and adjust proper water pressure, volumes and flow rates; and how to deliver water supplies as requested.

2. Ability to Operate Emergency Vehicles and Related Equipment. This section tests candidates’ ability to transport firefighters and to drive and position, operate and maneuver vehicles and equipment to and from scenes safely and efficiently.

3. Knowledge of Hydraulics/Characteristics of Water. Candidates should have a good understanding of the properties and characteristics of water as related to pump operations.


5. Knowledge of Basic Firefighting Concepts. Ensure your candidates understand how to handle different fire situations and types of fires, and that they know how fires start and spread.


7. Knowledge of Pumper Maintenance. The knowledge needed to utilize, properly care for and maintain pumpers and pump assemblies and troubleshoot problems with fire pumps on the fireground are necessary for success as a fire engineer – driver/operator.

8. Ability to Perform Basic Mathematical Calculations. This section tests candidates’ ability to perform basic mathematical operations including those involving addition, subtraction, multiplication and division.

FE 301-AA has one additional subtest.

9. Knowledge of Ladder and Aerial Trucks. Knowledge of how to operate aerial fire apparatuses is essential for fire engineer – driver/operators employed by departments that have ladder and aerial trucks in their fleet.

FIRE COMPANY OFFICER SERIES | LIEUTENANT/CAPTAIN  
2 HOURS | 100-ITEM TEST

The Fire Company Officer (FCO) series was designed to assess whether candidates have the competencies to perform successfully at the rank of fire company officer (i.e., lieutenant, captain) in a fire department.

The FCO-EM tests include an emergency medical component, designed for fire departments that provide emergency medical (EM) care.

All subtests are listed below along with examples of the competencies they assess.

1. Fire Behavior and Fire Science. Knowledge of how fires start and spread, their stages and characteristics, as well as fire chemistry, should be considered standard knowledge for any FCO.

2. Firefighting Tactics and Procedures. Every FCO should know how to handle different fire situations and types of fires, rescue, forced entry and methods of extinguishment.

3. Firefighting Equipment and Apparatuses. The proper use and maintenance of firefighting equipment, personal protective equipment and hoses is critical to keeping your company safe.

4. Rescue and Safety. Make sure your FCOs are prepared to supervise rescue operations while observing safety precautions, by testing their knowledge of the appropriate procedures and equipment.

5. Building Construction. Find out if your FCO candidates know the structural features of various types of buildings, how different construction features react to withstand or spread a fire, and the fire reactivity of various materials.

6. Supervisory Practices. Effective supervision and training depends on the ability to delegate tasks and maintain discipline and morale, as well as having knowledge of effective leadership and training principles.
7. Hazardous Materials (HAZ-MAT). FCOs who know the procedures for HAZ-MAT response, including resources for identifying unknown materials and their properties and what agencies to contact, provide greater assurance of the safety of their company and the public.

8. Fire Prevention and Safety. An FCO with knowledge of programs for home hazard identification, smoke detector testing and installation, and fire safety education programs helps keep your community safe.

The FCO-EM tests have one additional subtest.

9. Emergency Medical (EM). If your company provides emergency medical care, then your FCOs should know the procedures to follow on medical calls including basic life support, assessment, first aid and CPR.

FIRE MARSHAL (FM) SERIES

2 HOURS, 30 MINUTES | 100-ITEM TEST

The Fire Marshal test series was designed to assess whether candidates have the competencies to perform successfully as a fire marshal or deputy/assistant fire marshal, depending on the size of the department. The FM-S test includes a supervisory component. All subtests are listed below along with examples of the competencies they assess.

1. Fire Inspections and Code Enforcement. Ensure candidates know the steps to follow when conducting an inspection, including recognizing and eliminating fire hazards, in various types of structures and properties.

2. Building Construction. Candidates should have knowledge of the engineering methods involved in building construction as they relate to fire prevention and protection, this includes knowledge of the types, features and recommended use of fire and smoke detection and alarm systems, as well as water distribution and extinguishment systems.

3. Fire Behavior and Cause Determination. This section assesses candidates’ knowledge of fire causes and their ability to combine pieces of information to form general conclusions, including finding relationships among seemingly unrelated events. It also assesses knowledge of basic fire science principles including the combustion and burning process, sources of heat energy and structural factors affecting fire spread.

4. Fire Safety Education and Outreach. Assesses a candidate’s knowledge of the methods and techniques involved in the planning and directing of fire safety education programs. This includes knowledge of the principles and methods for the design of curriculum and training materials.

5. Fire Administration. Fire marshals should have the ability to multitask, remain organized and evaluate administrative operational systems. This includes knowledge of the principles and techniques for reviewing reports for clarity, completeness and accuracy, as well as the ability to plan a sequence of events and deadlines to reach a goal.

6. Hazardous Materials. Knowledge of flammable and other hazardous liquids, gases and chemicals, including their proper use, storage and disposal requirements is important for any successful fire marshal.

The FM-S test has one additional subtest.

7. Supervisory Practices. Ensure your candidates know the principles of and strategies for providing direction and guidance to subordinates, including the principles and strategies for dealing with human behavior and personality. This section also assesses their knowledge of systems to monitor the progress of assignments, as well as large scale and/or ongoing projects.

Customized Promotional Tests

You need a promotional test for an upper-rank. You look through our stock promotional tests and find one that would work if only this was different or that were added. Or maybe you’re testing for a rank we don’t have a stock test for at all. When that happens, turn to our Customized Test Service.

SEMI-STOCK
FIRE COMPANY OFFICER (FCO)/LIEUTENANT/CAPTAIN

IPMA-HR’s Customized Test Service enables agencies to customize a promotional stock test to create a semi-stock test. You can find more information about semi-stock tests on page 35.

FULLY CUSTOMIZED
CAPTAIN, BATTALION CHIEF, ASSISTANT/DEPUTY CHIEF, CHIEF

You may opt to use our Customized Test Service to create a fully customized test that assesses the competencies most important for effective job performance at various ranks within your department. For more information about customized tests, please see page 35.

GOOD TO KNOW!

Our Item Writing Service offers you the opportunity to create unique test questions — based on the source of your choice — for use in your agency’s semi-stock and customized promotional tests. Learn more on page 35.
Emergency communications personnel play a critical role in public safety. Serving as the lifeline to first responders takes a special kind of person — it’s not something just anyone can do. Finding — and retaining — those special people is a challenge all departments face. **We can help.**

### IPMA-HR’s Emergency Communications Center (ECC) tests and Realistic Job Preview are key to hiring candidates with the promise of becoming effective public safety telecommunicators (PSTs) — and to identifying personnel with promotional potential. In this section, you will find information on the following:

- **ENTRY-LEVEL** stock tests.
- **REALISTIC JOB PREVIEW** — a customizable recruitment tool.
- **FIRST-LINE SUPERVISOR** promotional test.

You may also find more information on our website: [ipma-hr.org/ECC](http://ipma-hr.org/ECC).
Entry-level (EL) Tests

Know which candidates will be successful on the job before you hire them. Our entry-level Emergency Communications Center (ECC) tests assess the knowledge, skills, abilities and other characteristics (KSAOs) necessary for success as a new public safety telecommunicator. No prior training or experience is assumed of candidates taking any of our entry-level ECC tests.

The table below provides you with a comparison of our entry-level ECC stock tests. In addition to the table, you’ll find a brief explanation of each test on pages 21-22. If you would like more information, a Test Security Agreement (TSA) signer from your department may request a free inspection copy and a free copy of the test’s technical report.

#### EMERGENCY COMMUNICATIONS CENTER (ECC) ENTRY-LEVEL STOCK TESTS

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<th>300 SERIES</th>
<th>911 SERIES</th>
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<td><strong>ECC-EL 301</strong></td>
<td>Paper</td>
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<tr>
<td><strong>ECC-EL 302 (AUD)</strong></td>
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<td><strong>EL 911-20 (VID)</strong></td>
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<tr>
<td><strong>TOTAL TIME</strong></td>
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#### EMERGENCY COMMUNICATIONS CENTER ENTRY-LEVEL (ECC-EL) 301

1 HOUR, 30 MINUTES | 55-ITEM TEST

ECC-EL 301 helps ensure you’re selecting the most qualified applicants by assessing the knowledge, skills, abilities and other characteristics (KSAOs) new public safety telecommunicators (PSTs) need to be successful on the job. The test contains two subtests, which are listed below along with some of the competencies they assess.

1. **Ability to Use Situational Judgment.** Candidates are presented with written scenarios depicting situations PSTs might encounter. They are then asked to answer a series of multiple-choice questions by drawing reasonable and logical conclusions and following a logical course of action in response to the situation.

2. **Ability to Learn and Apply Information.** Candidates are presented with written job-related materials, such as policy and procedure statements and training materials. They are then asked to answer a series of multiple-choice questions to determine their ability to learn and apply new information. Additionally, candidates are assessed on their ability to demonstrate an understanding of the overall meaning of a paragraph, as well as vocabulary recognition.

#### EMERGENCY COMMUNICATIONS CENTER ENTRY-LEVEL (ECC-EL) 302 (AUD)

2 HOURS, 24 MINUTES | 100-ITEM TEST

Using simulated 911 calls and radio traffic to assess the critical abilities of candidates for entry-level public safety telecommunicator (PST), ECC-EL 302 (AUD) becomes a valuable tool in your hiring process. ECC-EL 302 (AUD) contains three subtests, which are listed below along with some of the competencies they assess.

1. **Ability to Listen, Remember and Respond to Verbal Information.** Candidates receive information in three stages: resource materials to review, audio of a roll-call briefing, and a series of incoming calls and radio traffic. They are asked to take detailed notes throughout, which enables them to answer multiple-choice questions based on the information received.

2. **Ability to Use Situational Judgment.** Candidates are presented with written scenarios depicting situations PSTs might encounter. They are then asked to answer a series of multiple-choice questions by drawing reasonable conclusions and following a logical course of action in response to the situation.

3. **Ability to Learn and Apply Information.** Candidates are presented with written job-related materials, such as policy and procedure statements and training materials. They are then asked to answer a series of multiple-choice questions to determine their ability to learn and apply new information. Additionally, candidates are assessed on their ability to demonstrate an understanding of the overall meaning of a paragraph, as well as vocabulary recognition.

**Something to consider:** Our ECC Study Guide provides your candidates with an excellent basis for success on any of our entry-level ECC tests! Learn more on page 37.
EL 911-20 (VID) contains three subtests, which are listed below along with some of the competencies they assess.

1. **Reading Comprehension.** Assesses candidates’ ability to read and process written instructions and job-related materials, such as procedure manuals and resource materials, and demonstrate their understanding of its meaning.

2. **Ability to Learn and Apply Information.** Candidates are given job-related materials (e.g., policy and procedure statements, training materials) and asked to answer a series of multiple-choice questions about what they learned.

3. **Reasoning Ability.** Assesses a candidate’s ability to apply general rules to specific incidents in order to reach logical conclusions, such as when determining whether an incident is an emergency, and correctly following rules to arrange things in a certain order, such as when prioritizing calls.

4. **Situational Judgment.** Assesses a candidate’s ability to quickly size up a situation and use common sense, as well as judgment and knowledge, to quickly decide what to do next.

EL 911-10 (AUD) includes an additional 24-minute listening-skills subtest, which is divided into two parts that contain a total of 20 multiple-choice questions. The total testing time for EL 911-10 (AUD) is 2 hours, 24 minutes.

- **Part 1:** Candidates are asked to listen to a series of incoming calls — primarily from the public — and take detailed notes, which they use to answer multiple-choice questions about the calls. Candidates should take note of details such as street addresses, names of businesses, the types of emergencies, and descriptions of people involved.

- **Part 2:** Candidates are asked to listen to radio traffic — between law enforcement personnel and a PST — and take detailed notes, which they use to answer multiple-choice questions about the officers’ activities.

Emergency Communications Center Realistic Job Preview (ECC-RJP)

Candidates often have unrealistic or inflated expectations about the duties and responsibilities involved in the job for which they are applying — this is especially true of positions in public safety. Combine unrealistic expectations with a high-stress work environment and the results are low morale, low productivity, and high turnover.

The Emergency Communications Center Realistic Job Preview (ECC-RJP 101) was designed to create a customizable recruitment tool for ECCs interested in providing entry-level candidates with an understanding of what it’s really like to work in an emergency communications center. Your customized RJP can help you:

- Set realistic expectations of the job and agency.
- Reduce the number of candidates dropping out of the recruitment process.
- Decrease all types of turnover rates — voluntary and non-voluntary.
- Generate higher levels of performance.
- Increase levels of employee satisfaction.

A valuable and effective tool in the PST recruitment process, a single purchase of ECC-RJP 101 provides your agency with lifetime use.

- Develop a fully customized RJP with the step-by-step How-to Guide.
- Illustrate the individual demands of your ECC with the Customizable Template.
- Share valuable information with prospective candidates with the critical analysis provided by the Results Page.
- Utilize the pre-programmed Excel file to Calculate Candidates’ Willingness Ranges.

PLEASE NOTE: A free inspection copy of the ECC-RJP 101 is available to TSA signers.
Promotional Test

Determining who will be promoted into the position of first-line supervisor of your emergency communications center (ECC) is a critical decision. You need someone with the communication and leadership skills to manage the day-to-day operations, train new PSTs, and oversee the ECC team charged with the well-being of your community’s public safety personnel.

IPMA-HR’s promotional test provides you with the information you need to help ensure only the most highly-qualified candidates with the greatest leadership potential are promoted in your emergency communications center.

A brief explanation of the test is included below. If you would like more information, a Test Security Agreement (TSA) signer from your department may request a free inspection copy and a free copy of the test’s technical report.

EMERGENCY COMMUNICATIONS CENTER FIRST-LINE SUPERVISOR (ECC-FLS)

2 HOURS, 30 MINUTES | 100-ITEM TEST

ECC-FLS was designed to assess whether candidates have the competencies to perform successfully at the rank of first-line supervisor in an emergency communications center. Listed below are the six subtests included in ECC-FLS, along with examples of some of the competencies they assess.

1. Communications Center Operations. Emergency terminology and methodology should be easily recalled. Candidates should also be able to use situational judgment and common sense, and be able to analyze emergency situations and quickly adopt an effective course of action.

2. Concepts of Supervision. Knowing how to provide direction and guidance to subordinates is essential for success as a front-line supervisor, as is being good at dealing with human behavior (motivation, frustration, etc.) and different personalities.

3. Concepts of Evaluating Subordinate Performance. Knowledge of effective techniques and strategies for investigating misconduct or complaints against subordinates is an important supervisory skill.

4. Concepts of Training. A first-line supervisor needs to be able to identify their subordinates’ needs and have the ability to employ effective training and coaching techniques.

5. Concepts of Writing and Reviewing Reports and Paperwork. Being able to write in an accurate, clear, concise and organized manner, and knowing the procedures for maintaining accurate record-keeping systems are key.

6. Concepts of Administration. The ability to maintain good community relations and effective project planning skills, such as setting goals, creating timetables and knowing what resources are needed, are important abilities for an ECC supervisor.
Correctional staffing and workforce issues have challenged prison administrators for years. The risk of harm, decreases in funding, increased government scrutiny, and pressure from external sources have all contributed to a more complex system of management. **We can help.**

IPMA-HR’s corrections tests are key to hiring candidates with the promise of becoming successful correctional officers — and to identifying personnel with promotional potential. In this section, you will find information on the following:

- **ENTRY-LEVEL** stock tests.
- **SUPPLEMENTAL** stock tests.
- **FIRST-LINE SUPERVISOR** promotional test.

**Hire and Promote with Confidence**

You may also find more information on our website: [ipma-hr.org/Corrections](http://ipma-hr.org/Corrections).
Entry-level (EL) Tests

Know which candidates will be successful on the job before you hire them. Our entry-level corrections tests assess the knowledge, skills, abilities and other characteristics (KSAOs) necessary for success as a new correctional officer. No prior training or experience is assumed of candidates taking any of our entry-level corrections tests.

The table below provides you with a comparison of all of our corrections entry-level stock tests. In addition to the table, you’ll find a brief explanation of each test or test series on pages 25-26.

If you would like more information, a Test Security Agreement (TSA) signer from your department may request a free inspection copy and a free copy of the test’s technical report.

What is a TIP? And why is it important?

CO-EL 201 includes a TIP, which stands for Test Information Packet. TIPs were designed to assess candidates’ ability to learn, remember, and apply new information. Some of the material is written (e.g., hypothetical correctional facility policies), and some is visual (e.g., sketches).

TIPs are an essential, timed part of the tests they accompany. They are distributed and collected (after a study period of 20 minutes) prior to handing out the test booklets. The number of test items that are based on information from the TIP varies by test series.

CORRECTIONAL OFFICER ENTRY-LEVEL (CO-EL) STOCK TESTS

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>100 SERIES</th>
<th>200 SERIES</th>
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</thead>
<tbody>
<tr>
<td>TOTAL TIME*</td>
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</tr>
<tr>
<td>TOTAL NUMBER OF TEST ITEMS</td>
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<table>
<thead>
<tr>
<th>SUBTEST</th>
<th>NUMBER OF ITEMS PER SUBTEST</th>
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<tbody>
<tr>
<td>Ability to Learn and Apply Information &amp; Observe and Remember Details (TIP)</td>
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</tr>
<tr>
<td>Reading Comprehension</td>
<td>17</td>
</tr>
<tr>
<td>Counting Accuracy</td>
<td>25</td>
</tr>
<tr>
<td>Inductive Reasoning</td>
<td>17</td>
</tr>
<tr>
<td>Deductive Reasoning</td>
<td>31</td>
</tr>
<tr>
<td>Verbal Comprehension</td>
<td>X</td>
</tr>
<tr>
<td>Ability to Follow Written Directions</td>
<td>X</td>
</tr>
<tr>
<td>Problem Solving &amp; Situational Judgment</td>
<td>X</td>
</tr>
</tbody>
</table>

*Total Time includes 20 minutes for the TIP, when applicable.  TIP = Test Information Packet

CORRECTIONAL OFFICER ENTRY-LEVEL (CO-EL) 100 SERIES

2 HOURS | 90-ITEM TEST

CO-EL 101 and CO-EL 102 are multiple-choice tests designed to determine whether a candidate has the basic abilities necessary to successfully perform the duties of a correctional officer (CO), including conducting rounds, supervising inmates, managing activities, processing bookings and releases, and report writing.

The CO-EL 100 series helps you select the most qualified applicants by assessing the skills and abilities new COs need to be successful on the job. CO-EL 101 and CO-EL 102 each contain four subtests, which are listed below along with some of the competencies they assess.

1. Reading Comprehension. Assesses candidates’ ability to read and understand written instructions and job-related materials, such as procedure manuals and resource materials.

2. Counting Accuracy. Assesses candidates’ ability to keep up with inmate counts based on their comings and goings; it achieves this by requiring candidates to observe details in a series of pictures, including “head counts.”

3. Inductive Reasoning. Assesses candidates’ ability to apply given policies to hypothetical situations that require them to maintain constant observation and control of inmates, ensuring immediate detection of problems and the steady operation of the shift.

4. Deductive Reasoning. Requires candidates to use their best judgment to choose a course of action in a hypothetical prison situation.
CORRECTIONAL OFFICER ENTRY-LEVEL (CO-EL) 201 [TIP] ❖

20 MINUTES FOR TIP
2 HOURS, 30 MINUTES | 100-ITEM TEST

CO-EL 201 is a multiple-choice test designed to assess whether a candidate has the basic skills and abilities required to perform successfully on the job. Listed below are the four subtests included in CO-EL 201, along with examples of the competencies they assess.

1. Ability to Learn, Remember and Apply Information & Observe and Remember Details. Using sketches and hypothetical facility policies (information found in the TIP), this section assesses how well candidates are able to absorb and apply new information of the type required on the job.

2. Verbal and Reading Comprehension. Provides reading passages based on corrections topics and words that apply to corrections work (all found in the TIP), followed by multiple-choice questions that require candidates to demonstrate their ability to read and comprehend new information.

3. Ability to Follow Written Directions. Candidates are presented with written directions for completing a task and are then asked to review the information and answer multiple-choice questions about the directions they received.

4. Ability to Use Problem Solving and Situational Judgment. Candidates are presented with written scenarios depicting situations correctional officers might encounter. They are then asked to answer multiple-choice questions by drawing reasonable conclusions about the situations and following a logical course of action in response to the situation.

Supplemental Tests

Supplemental tests enhance the success of your recruitment process by providing you with more in-depth information about a candidate’s ability in a specific area, such as written communication skills.

CORRECTIONAL OFFICER REPORT COMPLETION EXERCISE (CO-RCE) (VID)

6-MINUTE VIDEO
30 MINUTES FOR THE INCIDENT REPORT

You can assess your candidates’ observational, listening, and written communication skills with this video-based simulation exercise. Instructions and a 30-minute timer are embedded in the video to make administration easy.

Choose one of two video scenarios, either CO-RCE 101 or CO-RCE 102, for your candidates to watch. They take notes and respond as if they were the officer on-scene. Using the accompanying Incident Report form, candidates list the parties involved and provide a written summary of the incident.

There are a few ways you could use CO-RCE:

- In conjunction with another entry-level corrections test. (You will not be charged an administration fee for the supplemental test if ordered with another test product.)
- As another hurdle for your candidates to clear in the selection process.
- As a training tool.

PLEASE NOTE: The CO-RCE test gives you the opportunity to customize scoring criteria to fit your agency’s needs. You may do this using the scoring guidelines, sample evaluation rating scales, and rating forms included in the test administration packet.
Promotional Test

Determining who will be promoted into the position of first-line supervisor of your corrections facility is a critical decision. First-line supervisors are not only responsible for daily operations and the supervision of subordinates, but in an emergency situation, they’re leading the response. You need someone with the integrity, communication skills, and leadership qualities to maintain everyone’s safety in a hostile environment.

IPMA-HR’s promotional test provides you with the information you need to help ensure only the most highly qualified candidates with the greatest leadership potential are promoted in your agency.

CORRECTIONAL FACILITY FIRST-LINE SUPERVISOR (CF-FLS) 📋

2 HOURS, 30 MINUTES | 100-ITEM TEST

CF-FLS was designed to assess whether candidates have the competencies to perform successfully at the rank of first-line supervisor in a corrections facility. Listed below are the six subtests included in CF-FLS, along with examples of the competencies they assess.

1. Concepts of Supervision. Knowing how to provide direction and guidance to subordinates is essential for success as a supervisor, as are strategies for assessing and handling stress within the facility.

2. Corrections Facility Operations. Supervisors need to know the current laws governing incarceration and booking (e.g., search and seizure, probable cause), as well as how to employ strategies and techniques for dealing with an inmate population (e.g., conflict management, crowd control).

3. Concepts of Writing and Reviewing Reports and Paperwork. Being able to write in an accurate, clear, concise, and organized manner and knowing the principles and techniques for reviewing reports for clarity, completeness, and accuracy are important skills for a supervisor.

4. Concepts of Evaluating Subordinate Performance. Knowledge of effective techniques and strategies for investigating misconduct or complaints against subordinates is an important supervisory skill.

5. Concepts of Training. A supervisor needs to be able to identify their subordinates’ needs and have the ability to employ effective training and coaching techniques.

6. Concepts of Administration. Supervisors need to have techniques and strategies for evaluating the effectiveness of new policies, procedures and programs in addition to having the ability to maintain effective relationships with the community.
They’re the eyes and ears of your agency — the “go-to” person in the office. Effective administrative support staff possess a skillset that allows them to step in wherever needed and without skipping a beat. But how do you know if you’re hiring a gem? We can help.

IPMA-HR’s Administrative Support Series is key to hiring candidates with the essential criteria to be successful in your government agency. In this section, you’ll find information on the following:

- INDIVIDUAL MODULES.
- COMBINED ADMINISTRATIVE SUPPORT MODULES (CASM).
- CUSTOM COMBINED MODULES. NEW!

You may also find more information on our website: ipma-hr.org/ASM.
Administrative Support Tests

The individual and combined modules that make up IPMA-HR’s Administrative Support Series were designed to determine whether a candidate has the basic knowledge, skills, abilities and other characteristics (KSAOs) necessary to successfully perform the duties of essential administrative support personnel.

You may purchase Administrative Support Modules in the following ways: individually or as combined modules.

<table>
<thead>
<tr>
<th>ADMINISTRATIVE SUPPORT SERIES</th>
<th>INDIVIDUAL MODULES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MODULE</strong></td>
<td><strong>CONTENT</strong></td>
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<tr>
<td>MODULE A</td>
<td>Grammar</td>
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<td>MODULE B</td>
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<td>MODULE C</td>
<td>Vocabulary</td>
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<td>MODULE D</td>
<td>Spelling</td>
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<td>MODULE E</td>
<td>Basic Filing</td>
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<tr>
<td>MODULE F</td>
<td>Reasoning</td>
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<tr>
<td>MODULE G</td>
<td>Oral Instructions (AUD)</td>
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<tr>
<td>MODULE H</td>
<td>Written Instructions</td>
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<tr>
<td>MODULE I</td>
<td>Forms Completion/Listening (AUD)</td>
</tr>
<tr>
<td>MODULE J</td>
<td>Data Proofing</td>
</tr>
<tr>
<td>MODULE K</td>
<td>Document Proofing Part A</td>
</tr>
<tr>
<td>MODULE L</td>
<td>Document Proofing Part B</td>
</tr>
<tr>
<td>MODULE M</td>
<td>Mathematical Reasoning</td>
</tr>
<tr>
<td>MODULE N</td>
<td>Basic Math</td>
</tr>
</tbody>
</table>

Audio (AUD) modules include an audio (CD format) portion in which candidates are required to listen to instructions in order to answer the test items.

COMBINED MODULES

In addition to individual modules, we offer two Combined Administrative Support Modules (CASM). These combinations offer some of our most popular modules in two easy-to-administer formats.

<table>
<thead>
<tr>
<th>ADMINISTRATIVE SUPPORT SERIES</th>
<th>COMBINED MODULES</th>
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</thead>
<tbody>
<tr>
<td><strong>MODULE</strong></td>
<td><strong>TEST ITEMS</strong></td>
</tr>
<tr>
<td>CASM-1: Grammar, Punctuation, Vocabulary, Spelling &amp; Basic Filing</td>
<td>136</td>
</tr>
<tr>
<td>CASM-2: Reasoning, Basic Math &amp; Written Instructions</td>
<td>55</td>
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</tbody>
</table>

CUSTOM COMBINED MODULES

You also have the option to choose from a combination of 10 of our most popular individual multiple-choice modules to create one customized test booklet for easy administration and scoring. These modules can also be accessed through our Online Test Administration Service (OTAS) (see page 5).

Learn more about our Administrative Support Tests on our website: ipma-hr.org/ASM.
CUSTOMER SERVICE

Due to the critical importance of customer service in the public sector, you need staff on the front lines who can deploy services and provide information efficiently and effectively — ensuring the well-being of your citizens and your community. We can help.

IPMA-HR’s Customer Service Representative Test Series is key to ensuring the staff on the front lines of your agency can deploy services and provide information efficiently and effectively. In this section, you’ll find information on the following:

- CUSTOMER SERVICE TESTS (CSR). NEW!

You may also find more information on our website: ipma-hr.org/CSR.
Customer Service Tests

IPMA-HR’s Customer Service Test Series is designed for use across many different job classifications particular to public sector agencies including 311 Center representative, customer service representative, front desk positions, clerks, office assistants, etc.

There are three Customer Service Tests to choose from, each of which contain a different set of subtests, which are summarized below.

- CSR (DE-CS-PS)
- CSR (DE-CS)
- CSR (CS-PS)

The subtests are as follows:

**DATA ENTRY (DE)**

55-ITEM TEST

Candidates listen to a simulated call in which the customer/client provides their contact information. Candidates are then asked to complete an on-screen form with the contact information provided. This is a timed test that provides the average typist sufficient time to complete the form accurately.

**CUSTOMER SERVICE* (CS)**

22-ITEM TEST

Candidates hear a series of 11 customer calls. Throughout the call series, they are asked multiple-choice questions regarding the best way to handle things that come up in the call. Candidates are assessed on their ability to listen, use good oral communication skills and interpersonal ability, and situational judgement (common sense) to respond in a courteous, helpful and clear manner.

**PROBLEM SOLVING* (PS)**

30-ITEM TEST

Before the test begins, candidates are presented with reference materials designed to assist in providing accurate information to address the issues presented by the customer. They are provided with an initial review period to read the documents before the series of calls begins and have access to the reference materials throughout the test. After each call series has ended, the candidate is asked 2 or 3 problem-solving questions.

*No previous experience or training in customer service or with a public sector agency will be required to answer the questions on these tests.

Learn more about our Customer Service Tests on our website: ipma-hr.org/CSR.

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**Something to consider:** Use IPMA-HR’s stock administrative support modules as part of your testing process – includes basic math, grammar, punctuation, proofing skills and many more!

TSA signers can request a free inspection copy to get more product details, including a summary of each question asked and a copy of the technical report, which explains our development process.
PUBLIC WORKS

Tens of thousands of men and women across the nation work every day to provide and maintain the infrastructure and services collectively known as public works. Choosing the best candidate for your agency can have a tremendous impact on your community. We can help.

Hire and Promote with Confidence

IPMA-HR's Wastewater Treatment Test Series is key to hiring candidates with the essential criteria to be successful in your government agency. In this section, you'll find information on the following:

- WASTEWATER TREATMENT OPERATOR TESTS.
- WASTEWATER TREATMENT FIRST-LINE SUPERVISOR TEST.

You may also find more information on our website: ipma-hr.org/publicworks.
Entry-level (EL) Tests

Know which candidates will be successful on the job before you hire them. Our entry-level wastewater treatment operator tests assess the knowledge, skills, abilities and other characteristics (KSAOs) necessary for success. **No specific plant knowledge is required of candidates taking any of our entry-level tests.**

A brief explanation of each entry-level test in the series follows. If you would like more information, a Test Security Agreement (TSA) signer from your agency may request a free inspection copy and a free copy of the test’s technical report.

**TSA SIGNERS**
A Test Security Agreement (TSA) signer is someone who has signed our TSA, which is a legally binding agreement to honor its terms and conditions.

Learn more at: [ipma-hr.org/TSA](http://ipma-hr.org/TSA).

**WASTEWATER TREATMENT OPERATOR (WTO-EL 101) TEST**

2 HOURS, 30 MINUTES | 100-ITEM TEST

The WTO-EL 101 is a multiple-choice test designed to assess whether a candidate has the most basic abilities necessary to perform the duties required to maintain the public’s health and the health of our water supplies. No specific plant knowledge is required.

WTO-EL 101 has six subtests, which are listed below along with some of the competencies they assess.

1. **Ability to Learn and Apply Information.** Assesses a candidate’s ability to read, understand and apply information presented to them.

2. **Mathematical and Logical Reasoning.** Assesses a candidate’s ability to reason logically, solve problems, understand and apply basic mathematical data and apply rules to new situations. Examples of mathematical concepts assessed include volume, conversions, solution strength and flow rate.

3. **Basic Chemistry.** Assesses a candidate’s knowledge of the basic chemical, biological and physical principles associated with wastewater treatment. The principles tested are strictly high school-level concepts such as organic and inorganic compounds, acids and bases, metals and nonmetals, states of matter, and aerobic and anaerobic organisms.

4. **Mechanical Aptitude.** Assesses whether candidates can interpret gauges, dials or other indicators, and if they can understand mechanical concepts and principles.

5. **Reading Comprehension.** Reading passages based on wastewater topics are provided, followed by questions that require candidates to demonstrate their ability to read and comprehend technical information. Candidates are also tested on their ability to determine the meanings of words based on context clues in the passages.

6. **Safety Sense.** Assesses candidates’ understanding of general safety and health hazards inherent in a wastewater treatment plant, including best safety practices and procedures.

**GOOD TO KNOW!**

**WTO-EL 101** is not meant to replace any state certification exam. It is for uncertified operators or operator-in-training (OIT) candidates who have not yet received their on-the-job training. These operators would be expected to obtain their certification (pass the state exam) six months to two years after receiving on-the-job training, depending on the agency’s protocol.
WASTEWATER TREATMENT OPERATOR (WTO-EL 201) TEST (TIP)

2 HOURS, 30 MINUTES | 100-ITEM TEST

The WTO-EL 201 is a multiple-choice test designed to assess whether a candidate has the most basic abilities necessary to perform the duties required to maintain the public’s health and the health of our water supplies. No specific plant knowledge is required.

What is a TIP? And why is it important?

The WTO-EL 201 test includes a TIP, which stands for Test Information Packet. TIPs are an essential, timed part of the tests they accompany, and were designed to assess candidates' ability to learn, remember and apply new information. The TIP materials on this test are all written, e.g., articles and facts related to wastewater treatment. TIPs are distributed and collected (after a study period of 25 minutes) prior to handing out the test booklets.

WTO-EL 201 has six subtests, which are listed below along with some of the competencies they assess.

1. Ability to Learn, Remember and Apply Information.
   Assesses a candidate's ability to read, understand, remember and apply information presented to them. (TIP)

   Assesses a candidate's ability to reason logically, solve problems, understand and apply basic mathematical data and apply rules to new situations. Examples of mathematical concepts assessed include volume, conversions, solution strength and flow rate.

3. Basic Chemistry.
   Assesses a candidate's knowledge of the basic chemical, biological and physical principles associated with wastewater treatment. The principles tested are strictly high school-level concepts such as organic and inorganic compounds, acids and bases, metals and nonmetals, states of matter, and aerobic and anaerobic organisms.

4. Mechanical Aptitude.
   Assesses whether candidates can interpret gauges, dials or other indicators, and if they can understand mechanical concepts and principles.

5. Reading Comprehension.
   Reading passages based on wastewater topics are provided, followed by questions that require candidates to demonstrate their ability to read and comprehend technical information. Candidates are also tested on their ability to determine the meanings of words based on context clues in the passages.

   Assesses candidates' understanding of general safety and health hazards inherent in a wastewater treatment plant, including best safety practices and procedures.

Promotional Test

One of the most common forms of pollution control in the United States is wastewater treatment. The supervisors of these plants assist in the oversight of all wastewater treatment operations. As stewards of the facilities that safeguard the public’s health and the health of our water supplies, these first-line supervisors are critical members of our communities.

WASTEWATER TREATMENT SUPERVISOR (WTS-FLS) TEST

2 HOURS, 30 MINUTES | 100-ITEM TEST

The leadership and management skills of wastewater treatment supervisors are integral to successful maintenance of the public’s health and the health of our water supplies. WTS-FLS is a multiple-choice test designed to assess whether a candidate has the competencies to perform successfully as first-line supervisor at a wastewater treatment facility.

WTS-FLS has seven subtests, which are listed below along with some of the competencies they assess.

1. Wastewater Treatment Quality Regulations and Analyses.
   Assess candidates' knowledge of federal wastewater treatment laws and regulations, and analyses of wastewater quality.

2. Wastewater Treatment Computations.
   Assess candidates' knowledge of basic wastewater engineering principles and practices, including hydraulic and engineering computations such as overflow rates, weir loading rates, detention time, solids, loading rates, proportions, percentages, area, circumference and volume.

   Assess candidates' knowledge of the principles and strategies needed to provide direction and guidance to subordinates, deal with human behavior and personality, develop and maintain morale and discipline, handle employee grievances and complaints, and the techniques used for scheduling work assignments and delegating work to subordinates.

   Assess whether candidates know and understand the business and management principles involved in strategic planning, resource allocation, setting and adhering to a budget, leadership techniques, production methods, and coordination of people and resources.

   Assess candidates' knowledge of techniques and strategies for evaluating subordinates' performance and conducting performance review meetings, assessing subordinates' progress on meeting their goals, and investigating misconduct or complaints against subordinates.

   Assess whether candidates know and understand the principles and techniques needed to train and develop subordinates (i.e., identifying needs, training/coaching techniques, on-the-job training), develop effective training content, and evaluate training effectiveness.

7. Conflict Management.
   Assess candidates' knowledge of conflict management techniques used to identify and handle conflicts, address complaints and resolve interpersonal conflicts.
Customized Test Service

Creating a promotional test to meet your specific needs.

We recognize that every public safety agency is different. A large urban department will face different challenges than a small rural one. One located in an area where wildfires are a threat will need a different block of knowledge than one located in an area of the country prone to hurricanes.

To meet the specific needs of your agency, we offer our Customized Test Service with two options: semi-stock and fully customized.

Semi-stock Promotional Tests

Our Semi-stock Promotional Test Service provides you with the flexibility to create a test unique to your agency without starting from scratch. A semi-stock promotional test uses one of our stock promotional test as its base. You then create a unique promotional test by deleting test items and/or adding test items from two optional sources: our Test Item Bank or our Item Writing Service.

Fully Customized Promotional Tests

Our Customized Promotional Test Service follows the guidelines set by you and your agency to create a completely unique test that assesses the competencies essential for success in upper-level positions (i.e., the rank of captain or above) within your law enforcement agency or fire department.

Creating your own customized test is easy! Simply combine test items from any of the following three sources:

1. New test items drafted by our Item Writing Service.
2. Items from our Test Item Bank.
3. Items written by your agency.

Unsure about what source or reference materials to use? We can guide your department through the up-front job analysis process. Our team of expert item writers can also develop a customized test items based on a specific set of source materials of your choosing. You tell us what source materials to write test items from and how those sources should be weighted, and we’ll take care of the rest! It’s that simple.

Learn more about our Customized Test Service on our website: ipma-hr.org/Customized.

Test Item Bank

The following table is a partial list of the knowledge areas covered in our Test Item Bank.

<table>
<thead>
<tr>
<th>POLICE</th>
<th>FIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Police Procedures</td>
<td>Firefighting Concepts &amp; Techniques</td>
</tr>
<tr>
<td>Laws Related to Police Work</td>
<td>Hazardous Materials</td>
</tr>
<tr>
<td>Crime Investigation</td>
<td>Technical Knowledge</td>
</tr>
<tr>
<td>Police Reports &amp; Records</td>
<td>Human Resource Issues</td>
</tr>
<tr>
<td>Internal Management &amp; Structure</td>
<td>Internal Management &amp; Structure</td>
</tr>
<tr>
<td>Operational Field Activities</td>
<td>Role in the Community</td>
</tr>
<tr>
<td>Police Role in the Community</td>
<td>Fire Reports &amp; Records</td>
</tr>
<tr>
<td>Specialized Investigative Functions</td>
<td>Fire Supervision</td>
</tr>
<tr>
<td>Police Supervision</td>
<td></td>
</tr>
<tr>
<td>Policy and Procedure Research &amp; Development</td>
<td></td>
</tr>
</tbody>
</table>

Item Writing Service

Our Item Writing Service offers you the opportunity to include unique, professionally written test items for use in your semi-stock and fully customized promotional tests — or as an addition to your in-house tests. You may include original test items based on your choice of outside source materials, for example: departmental policies and procedures, training manuals and other relevant texts. See page 38 for pricing.

PLEASE NOTE: IPMA-HR’s membership discount cannot be used toward this service.

Reading lists are required for all semi-stock and customized tests. We will work with you to create a reading list for your test, which candidates must receive at least 60 days prior to the test date.

All customized tests (semi-stock and fully customized) can be administered online through our Online Test Administration Service (OTAS).
We Need Your Expertise

It takes the help of agencies like yours from all over the country to ensure we’re creating tests that are both effective and fair. Your expertise provides us with the essential data we need to continue developing assessment products of the highest standard. In short: we can’t do it without you.

There are three stages of the test development process where we need your help.

1. **Job Analysis.** In this stage we ask you to complete a questionnaire that rates three things: how important specific tasks are to the job; how frequently those tasks are performed; and how important the knowledge, skills, abilities, and personal characteristics listed are to performing the job effectively.

2. **Subject-matter Expert (SME) Review.** At this stage we ask you to review the test questions, and for each one, rate its clarity, importance and relevance to the job.

3. **Validation Studies.** This stage has two parts: 1) we ask the men and women in your agency who are doing the job to take the test, and 2) we ask their direct supervisors to evaluate their job performance using a standard form provided by us.

Did we mention the BENEFITS?! 

What do you get for your participation besides the amazing feeling of knowing you’re helping public service agencies all across the country — even the world?

- **You get discounts.** For each stage in which your agency participates, you’ll receive a discount of up to 30% off future test orders.
- **You’ll be better equipped** to defend your jurisdiction’s selection process if you help develop the test you’re using.
- **You’ll hire better candidates.** High-quality tests help you select high-quality candidates. Successful candidates save your agency the expense of turnover and help uphold the reputation of the hard-working men and women in your field.
- **And it’s free!** A test development and validation project of this scale done internally could cost your agency in excess of $100,000. Participation in our test development projects is free — plus, you’ll earn discounts towards future test orders!

Please Note: Discounts may not be utilized on the PSACS.

Where We Need Your Help

We’re always adding new tests to the development schedule — and every test development project comes with opportunities for great benefits and discounts for participating departments. You’ll find current information about where we need help on the test development web page, so be sure to bookmark it and check back often to see what’s new!

Visit the website to learn more!

ipma-hr.org/development.
Entry-level Firefighter Candidate Study Guide (2nd Edition)

The Entry-level Firefighter Candidate Study Guide is designed to help candidates prepare to take any of IPMA-HR’s entry-level, multiple-choice firefighter tests. The study guide helps them understand what each test assesses, and the content and types of questions found on each test. It also provides test-taking tips, a 100-item practice test, and explains the answers to 25 of the practice items.

Entry-level Police Officer Candidate Study Guide (3rd Edition)

The Entry-level Police Officer Candidate Study Guide (3rd Edition) is designed to help candidates prepare to take any IPMA-HR entry-level, multiple-choice police officer test. The study guide helps candidates understand what each test assesses, and the content and types of questions found on each test. It also provides test-taking tips, a 100-item practice test, and explains the answers to 25 of the practice items.

Entry-Level Emergency Communications Center Candidate Study Guide (1st Edition)

The Entry-level Emergency Communications Center (ECC) Candidate Study Guide is designed to help candidates prepare to take any of IPMA-HR’s entry-level, multiple-choice telecommunicator tests. The study guide helps them understand the content areas that the tests assess, as well as the types of questions found on each test. It also provides test-taking tips, a 100-item practice test, and explains the answers to 25 of the practice items. This study guide also includes a video component in which candidates listen to a series of calls and answer multiple-choice questions based on what they hear.

White Papers

- Considerations in Addressing Adverse Impact
  Provides IPMA-HR test users with information to consider when addressing adverse impact.

- Considerations in Setting Cut Scores
  An essential resource for HR professionals and test administrators who need assistance with the implementation of selection measures.

- Considerations in Test Accommodations
  A resource for HR professionals who need assistance in making test accommodations for applicants with disabilities.

Guides

- Passpoint Guide
  Efficient and effective, IPMA-HR’s Passpoint Guide provides you with step-by-step instructions and Excel spreadsheets to show you how to determine a threshold of acceptable performance on the score continuum. In other words: who should pass the test. See page 38 for pricing.

- Test Day Administration Guide
  Help ensure the reliability and validity of your test results by administering IPMA-HR tests in a standardized manner. FREE to Test Security Agreement signers.
## IPMA-HR Testing Products Price List

### POLICE TESTS

<table>
<thead>
<tr>
<th>TEST NAME</th>
<th>PRICE PER CANDIDATE</th>
<th>ADMIN FEE (PER ORDER)*</th>
<th>SCORING SERVICE1</th>
</tr>
</thead>
<tbody>
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<td>PO-EL 101 (TIP)</td>
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### SUPPLEMENTAL STOCK TESTS

<table>
<thead>
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<th>TEST NAME</th>
<th>PRICE PER CANDIDATE</th>
<th>ADMIN FEE (PER ORDER)*</th>
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### PROMOTIONAL STOCK TESTS

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<tr>
<td>PSACS</td>
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### SUPPLEMENTAL STOCK TESTS

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<thead>
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<th>TEST NAME</th>
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<th>ADMIN FEE (PER ORDER)*</th>
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<tbody>
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<td>FF-RCE 102 (VID)</td>
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<td>$97.00**</td>
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### PROMOTIONAL STOCK TESTS

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<th>TEST NAME</th>
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<th>ADMIN FEE (PER ORDER)*</th>
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### CUSTOMIZED PROMOTIONAL TESTS FOR POLICE & FIRE

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<tr>
<td>SEMI-STOCK</td>
<td>Please visit our website for full pricing details: ipma-hr.org/customized</td>
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<tr>
<td>FULLY CUSTOMIZED</td>
<td>More than three (3) weeks prior to your test date.</td>
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### ASSESSMENT PUBLICATIONS

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<th>PUBLICATION</th>
<th>PRICE</th>
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<tbody>
<tr>
<td>ENTRY-LEVEL FIREFIGHTER CANDIDATE STUDY GUIDE</td>
<td>$15.00 for agencies</td>
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<tr>
<td>ENTRY-LEVEL POLICE OFFICER CANDIDATE STUDY GUIDE</td>
<td>$15.00 for agencies</td>
</tr>
<tr>
<td>ENTRY-LEVEL EMERGENCY COMMUNICATIONS CENTER CANDIDATE STUDY GUIDE (1ST EDITION)</td>
<td>$15.00 for agencies</td>
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<tr>
<td>PASSPOINT GUIDE</td>
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3 Where the scoring service is optional, the cost is $30 + $.50/answer sheet.
4 Please visit our website for full pricing details: ipma-hr.org/customized
5 IPMA-HR's Item Writing Service is not available for rush orders.
6 Please note: Admin Fees for orders shipping to Canada are $147.00.
7 The administration fee is waived when you order this test in addition to any of our other stock tests.
**ECC TESTS**

<table>
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<tr>
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<th>PRICE PER CANDIDATE</th>
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<td>EL 911-10</td>
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<td><strong>PROMOTIONAL STOCK TESTS</strong></td>
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**CORRECTIONS TESTS**

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<th>ADMIN FEE (PER ORDER)*</th>
<th>SCORING SERVICE</th>
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<tr>
<td>CO-EL 201 (TIP)</td>
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<tr>
<td><strong>SUPPLEMENTAL STOCK TESTS</strong></td>
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<td>CO-RCE 101 (VID)</td>
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<td>CO-RCE 102 (VID)</td>
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<td><strong>PROMOTIONAL STOCK TESTS</strong></td>
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**ADMINISTRATIVE SUPPORT TESTS**

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<th>ADMIN FEE (PER ORDER)*</th>
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<td>3 MODULES</td>
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<td>6+ MODULES</td>
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<td>CASM-2</td>
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<tr>
<td><strong>CUSTOM COMBINED MODULES</strong></td>
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*Please Note: Admin Fees for orders shipping to Canada are $147.00.
**The administration fee is waived when you order this test in addition to any of our other stock tests.
*** Scoring service is not available for the following modules: Forms Completion (Module I), Document Proofing A (Module K), and Document Proofing B (Module L).

---

**CUSTOMER SERVICE TESTS**

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<thead>
<tr>
<th>TEST NAME</th>
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**PUBLIC WORKS TESTS**

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<td>WTS-FLS 101</td>
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Next Steps: The Ordering Process

1. Submit (or update) your Test Security Agreement: [ipma-hr.org/TSA](http://ipma-hr.org/TSA).
2. Request FREE inspection copies, technical reports, and test response data reports for any tests that interest you, and review them with your assessment personnel.
3. Select the test — or tests — that best meet your agency’s needs.
4. Determine your test date, quantity of tests needed, and your method of scoring.
5. For promotional tests, request the reading list and distribute it to candidates 60-90 days prior to the test date.
6. Order your test (please order at least two weeks in advance to avoid rush fees).

Your customer service and products are both top-notch! Thanks for helping me get through another testing and hiring process.”

— Allyson Griffie, Mercy Flights, Inc., Medford, OR
Want awesome, relevant content?

Follow us!

The Assessment Services Department now has its own accounts on Facebook, LinkedIn and Twitter. Why? To make us more efficient in our delivery of relevant, timely and interesting content directly related to the test administration/assessment and public safety communities, including:

- **Live web chats** with leaders in public safety where you can have an open dialogue with your peers to discuss challenges and share solutions.

- **Weekly articles** from our blog on issues related to testing and assessments.

- The **Public Safety Voices** blog series, where we visit with leaders in public safety from all over the country to discuss shared challenges, experiences and goals, and illuminate the good work, heroism and humanity of our public safety workforce.

- A look **behind the scenes** – visit with us at conferences, hear about great customer experiences, and see what Markia’s up to in the mailroom.

- Timely and relevant public safety news, leadership and management advice from across the web.

- Updates on new products, publications and more!

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