NEW! Many of our tests are also available for online administration.

ipma-hr.org/OTAS
From the desk of Executive Director Neil Reichenberg …

Thank you for your continued confidence in IPMA-HR and our testing products. We derive our motivation and inspiration from the knowledge that our products play a hand in your success — a success that makes our communities stronger, safer, and more enjoyable.

As the needs of our customers change, IPMA-HR evolves to keep pace. One example of this is our new Online Test Administration Service (OTAS). For your convenience, it is our intent to make all our tests available for online administration by the end of 2014. You may read more about this exciting innovation on page 4.

We also recently introduced our Police Officer Structured Interview System (POSIS), which streamlines the practice of conducting oral interviews with entry-level law enforcement candidates (see page 9). And, our current test development projects include two “firsts”: Fire Engineer and Customer Service Representative (see page 30).

Additionally, you may notice that we have refreshed our catalog layout and design, creating what we hope you will find to be a better organized and more user-friendly document.

As always, 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).

Thank you for being a valued customer of IPMA-HR.

Sincerely,

Neil E. Reichenberg
Executive Director

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Introduction

IPMA-HR was thinking about you 60 years ago. That’s when we started our test development program. The idea was simple: we wanted you (and, obviously your predecessors) 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 safety and administrative support tests. 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

GET A MORE COMPLETE PICTURE

Our assessments provide you with a more complete picture of candidates’ potential. You will receive much more valuable information and insight than interviews alone could provide.

Some of the benefits include:
- A faster and more efficient means of identifying the most qualified candidates.
- An unbiased and proven evaluation method.
- A test that is tailored to the job.
- A test that evaluates candidates on the knowledge, skills, abilities, and personal characteristics required to be successful on the job.
- An invaluable tool that simplifies your recruitment, hiring, and promotional process.

How Our Tests Are Developed

The first thing you should know about our test development process is that it follows very strict professional principles and guidelines set forth by the human resources industry, 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?

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 personal characteristics (KSAPs) 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 KSAPs 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 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 or publications. 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, assessment systems, publications, or free support materials. 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 test 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 by gender, as well as an agency listing.

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

Test Preparation

In order to ensure your candidates are prepared to do their best, we provide Study Guides and Reading Lists for the following:

- **Study Guides** are available for all police and fire entry-level tests, which is indicated by the blue ‘SG’ icon.
- **Reading Lists** are **required** for all customized and promotional tests for police, fire, corrections and ECC, which is indicated by the yellow ‘RL’ icon.

Challenging a Test Item

At IPMA-HR, we know the prospect of having your test results challenged can be daunting, but the professionals of our Candidate Item Challenge Service are here to guide you, step by step, through the process. Start by downloading a copy of the free e-publication, “Considerations in Handling Item Challenges,” which provides you with the specific steps that must be taken to handle promotional test candidate reviews and item challenges.

To download your free copy, please visit the publications page of our website at ipma-hr.org/itemchallenges.

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 Assessment Research Manager Andrey Pankov at (800) 381-8378 (TEST) or apankov@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

We Like Acronyms

As with any organization worth its salt, 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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NEW! Online Test Administration Service (OTAS)

The same highly-regarded tests that enable you to hire and promote with confidence will soon be available for online administration with IPMA-HR’s new 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 even 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.

Learn more at: ipma-hr.org/OTAS

ASSESS THEIR PROMOTIONAL POTENTIAL WITH OTAS

The following Police and Fire promotional tests are available now for online administration:

**Police Detective Test:**
PDET 201 & 202

**Police Supervisor Test (Corporal/Sergeant):**
PSUP 301, 302 & 303

**Police Administrator Test (Lieutenant):**
PL 301

**Fire Company Officer Test:**
Fire Company Officer Form A and Form A with Emergency Medical Care

We expect all of our tests to be available for online administration by the end of 2014. Bookmark us for quick and easy access to updates!

ipma-hr.org/OTAS
We can help. 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.

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
- **POLICE OFFICER STRUCTURED INTERVIEW SYSTEM (POSIS)**, a structured oral interview system for entry-level candidates
- **PROMOTIONAL** tests, including stock, semi-stock and customized
- **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 personal characteristics (KSAPs) 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 all 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 on pages 7-9. 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.

STUDY GUIDES

The blue ‘SG’ icon indicates that there is a study guide available for that test. For police, this pertains to all entry-level, multiple-choice tests.

The Entry-Level Police Officer Candidate Study Guide (2nd 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.

– Candidates may order the Study Guide online from Public Safety Compass: publicsafetycompass.com/study. ($20 + S&H)

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

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 that are based on information from the TIP varies by test series.
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 or not 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 help ensure you’re selecting the most qualified applicants by assessing the knowledge, skills, abilities, and personal characteristics (KSAPs) new officers need in order to be successful on the job. For example:
- Candidates who have the ability to reason and apply logic to a situation are most likely to come up with effective solutions to tough problems.
- Candidates who can follow directions, learn and apply laws are most likely to be successful in learning and applying the intricacies of criminal law, such as arrests or search and seizure.
- Candidates who are observant and perceptive are most likely to maintain an awareness of their surroundings and notice details others might miss.

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

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 or not 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 cognitive component asks questions based on information found in the TIP — which includes Wanted Posters, articles and facts related to police work — in order to measure a candidate’s ability to perform tasks required of police officers on a daily basis, including the ability to recall suspect descriptions and problems in their patrol area; the ability to read, understand and apply police procedures, laws, and departmental policies; and the ability to reason and apply sound situational judgment as problems occur.
- The noncognitive component (NC) uses a Police Interest Questionnaire to assess a variety of personal traits consistent with success on the job, including an interest in dealing with and influencing people, a sense of responsibility, community service orientation and achievement orientation.

GOOD TO KNOW!
Noncognitive components provide you with a more complete assessment of your candidates while also lowering adverse impact.

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 20 questions based on information received. This section is designed to assess a candidate’s ability to observe, listen to, and remember information. (15 minutes)
2. Training Session. Candidates watch a short training session, take notes, and then answer 15 questions. This section is designed to assess a candidate’s ability to listen to, learn, and remember information. (15 minutes)
3. Situational Judgment Scenarios. In this section, 40 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. (1 hour, 50 minutes)
4. Multiple-Choice Questions. The last 25 test items are standard, multiple-choice questions that test candidates’ reading comprehension skills and their ability to learn and problem solve. (40 minutes)
Supplemental Tests

Supplemental tests enhance the success of your recruitment process by providing you with more in-depth information about candidates’ abilities in a specific area, such as their written communications skills. They also assess a variety of personal traits consistent with success on the job, such as a candidate’s ability to deal with people.

POLICE OFFICER BACKGROUND DATA QUESTIONNAIRE (PO-BDQ) 201-NC

30 MINUTES

Find out if your candidates have the same chance for success on the job as 800 high-performing incumbent police officers from 44 cities and 13 states with the Police Interest Questionnaire. You will not be charged an administration fee for this test if ordered with another test product.

PO-BDQ measures candidates’ predicted level of success by assessing the following:

- **Background.** This includes items such as a candidate’s education, work experience, past activities and achievements.
- **Lifestyle.** Asks about their preferences and patterns in regard to exercise, amount of sleep, degree of social activity, leisure activities, etc.
- **Interest in Police Work.** Asks candidates to select, from a number of choices, the activity of greatest interest to them.
- **Personality.** Asks candidates to rate themselves on a variety of personality traits, such as integrity, perseverance and leadership.
- **Ability.** Asks candidates to rate themselves on a number of abilities, such as the ability to handle people, memory and physical capacity.

**PLEASE NOTE:** PO-BDQ 201-NC was designed to be complementary to a cognitive ability test (e.g., tests from the PO-EL 100 series). There are important job requirements to be assessed by cognitive ability tests that are not well covered by biodata measures such as the PO-BDQ; conversely, the PO-BDQ assesses aspects of personality, background and achievement which the cognitive ability test cannot assess. It is therefore recommended that any jurisdiction choosing to use the PO-BDQ should use it in conjunction with a cognitive ability test.

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 your 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.
Police Officer Structured Interview System (POSIS)
iipma-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 the new Police 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 personal characteristics (KSAPs) critical to success on the job, including personal experiences, problem-solving skills, and their ability to think under pressure.

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.

**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.** Prepare panelists to observe and rate your 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 KSAPs, and each contains 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!

A description of each form is included in the free POSIS inspection copy, which you can order by email or phone: assessment@ipma-hr.org (or) 1-800-381-TEST (8378).

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.

**READING LISTS**

All promotional and customized tests have a required Reading List, which is indicated by the yellow ‘RL’ icon. 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: iipma-hr.org/readinglist.

**POLICE DETECTIVE (PDET)**

**200 SERIES RL**

2 HOURS, 30 MINUTES | 100-ITEM TEST

The PDET 200 series was designed to assess whether candidates have the competencies to perform successfully at the rank of detective in a law enforcement agency. PDET 201 and 202 each contain 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. (29 items)

2. **Laws Related to Police Work.** This subtest will make sure 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. (37 items)

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. (34 items)
POLICE SUPERVISOR TEST (PSUP)  
300 SERIES | CORPORAL/SERGEANT  
2 HOURS, 30 MINUTES | 100-ITEM TEST  
The PSUP 300 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. PSUP 301, 302 and 303 each contain 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. (24 items)

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. (24 items)

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. (20 items)
   – Concepts of Administration. The ability to navigate the chain of command, to analyze and make recommendations for departmental policy, and excellent planning skills are all important to a police supervisor’s success. (7 items)

4. Police Investigative Procedures. Securing a crime scene and conducting, supervising and coordinating the preliminary investigation and/or the ongoing investigation requires someone with knowledge of the procedures for performing tasks such as crime scene management, and gathering and preserving evidence. (15 items)

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. (10 items)

POLICE ADMINISTRATOR TEST  
LIEUTENANT (PL) 301  
2 HOURS, 30 MINUTES | 100-ITEM TEST  
PL 301 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 in PL 301, 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. (27 items)

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. (25 items)

3. Concepts of Administration. Find out if your candidates understand important leadership principles and have the knowledge to develop and implement policies, to deal with liability issues, and to develop positive relationships with the community. (24 items)

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). (Patrol Procedures – 14 items, Investigative Procedures – 10 items)

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.org/semistock

IPMA-HR’s Customized Test Service enables agencies to customize a promotional stock test to create a promotional semi-stock test. You can find more information about semi-stock tests on page 29.

FULLY CUSTOMIZED: CAPTAIN, MAJOR, DEPUTY CHIEF, CHIEF  
ipma-hr.org/customized

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 29.
Public Safety Assessment Center System (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

Our experience with IPMA-HR’s PSACS was excellent. I received all the information I needed to make confident promotional decisions, the candidates made very positive comments about the job relatedness and fairness of the system, and the assessors were so impressed with the scoring process and system overall that they requested information on PSACS to take back to their agencies.

- Bill Hogan, Chief of Police, Asheville, NC

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.

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>
<tbody>
<tr>
<td>SERGEANT</td>
<td>■ Problem Identification &amp; Analysis</td>
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<td></td>
<td>■ Decision-Making/Decisiveness</td>
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<td></td>
<td>■ Oral Communication</td>
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<td></td>
<td>■ Written Communication</td>
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<tr>
<td></td>
<td>■ Interpersonal &amp; Community Relations</td>
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<tr>
<td></td>
<td>■ Planning &amp; Supervising</td>
</tr>
<tr>
<td></td>
<td>■ Applied Technical Knowledge</td>
</tr>
<tr>
<td>LIEUTENANT</td>
<td>■ Analysis &amp; Problem Solving</td>
</tr>
<tr>
<td></td>
<td>■ Decision-Making/Judgment</td>
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<tr>
<td></td>
<td>■ Technical &amp; Professional Knowledge</td>
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<td></td>
<td>■ Oral Communication</td>
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<td></td>
<td>■ Written Communication</td>
</tr>
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<td></td>
<td>■ Interpersonal Effectiveness/Influencing</td>
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<tr>
<td>CAPTAIN</td>
<td>■ Analysis &amp; Problem Solving</td>
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<td></td>
<td>■ Decision-Making/Judgment</td>
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<td>■ Oral Communication</td>
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<td></td>
<td>■ Written Communication</td>
</tr>
<tr>
<td></td>
<td>■ Interpersonal Effectiveness/Leading</td>
</tr>
<tr>
<td></td>
<td>■ Planning, Coordinating &amp; Resource Management</td>
</tr>
</tbody>
</table>
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 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.

Assessment Center Educational Materials (ACEM)

ipma-hr.org/ACEM

Would you like to learn more about how to run an assessment center? Our Assessment Center Educational Materials (ACEM) cover everything you need to know about administering and scoring an assessment center process in five handbooks:

1. ACEM Administration Manual
2. Assessor Trainer Guidelines
3. Assessor Training Manual
4. Candidate Orientation Trainer Guidelines
5. Candidate Orientation Manual

You will also receive a CD that contains assessor training and candidate orientation PowerPoint presentations and sample support materials, including Word files with examples of forms used in the assessment center scoring process, schedules for running candidates through the assessment center exercises, and a sample feedback report and graph useful in providing candidates with assessment center results.

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

Find out exactly what each handbook covers with your free inspection copy. The inspection copy of the ACEM provides you with the table of contents of the Administration Manual, the Assessor Training Manuals and the Candidate Orientation Training Manuals.

Order now: ipma-hr.org/ACEM.
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, who you choose becomes that much more critical.

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 personal characteristics (KSAPs) 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 15-16. 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.

**STUDY GUIDES**

The blue ‘SG’ icon indicates that there is a study guide available for that test. For firefighters, this pertains to all entry-level, multiple-choice tests.

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 will help you understand what each test assesses, the content, and the types of questions found on each test. It also provides test-taking tips and a practice test with an explanation for each answer.

− **Candidates** may order the Study Guide online from Public Safety Compass: publicsafetycompass.com/study. ($20 + S&H)

− **Agencies** may order the Study Guide for their candidates directly from our website: ipma-hr.org/FFEL/study. ($15)

Study guides must be shipped directly to your agency’s TSA signer.

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**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.

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**FIREFIGHTER ENTRY-LEVEL (FF-EL) STOCK TESTS**

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>100 SERIES</th>
<th>200 SERIES</th>
<th>300 SERIES</th>
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</thead>
<tbody>
<tr>
<td>FF-EL 101</td>
<td>Paper</td>
<td>Paper</td>
<td>Paper</td>
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<tr>
<td>FF-EL 102</td>
<td>Paper</td>
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<tr>
<td>FF-EL 201-NC (TIP)</td>
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<td>Paper</td>
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<tr>
<td>FF-EL 202 (TIP)</td>
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<tr>
<td>FF-EL 301-NC (TIP)</td>
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<td>FF-EL 302 (TIP)</td>
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<th>TOTAL TIME*</th>
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<th>200 SERIES</th>
<th>300 SERIES</th>
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<table>
<thead>
<tr>
<th>TOTAL NUMBER OF TEST ITEMS</th>
<th>100 SERIES</th>
<th>200 SERIES</th>
<th>300 SERIES</th>
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<tr>
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<table>
<thead>
<tr>
<th>SUBTEST</th>
<th>100 SERIES</th>
<th>200 SERIES</th>
<th>300 SERIES</th>
<th>NUMBER OF ITEMS PER SUBTEST</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>
<td>X</td>
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<tr>
<td>Situational Judgment</td>
<td>10</td>
<td>10</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Logical &amp; Mathematical Reasoning Ability</td>
<td>14</td>
<td>15</td>
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<td>Reading Gauges</td>
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<td>2</td>
<td>X</td>
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<tr>
<td>Mechanical Aptitude</td>
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<td>6</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Spatial Sense</td>
<td>9</td>
<td>10</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Map Reading</td>
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<td>6</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Vocabulary</td>
<td>7</td>
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<tr>
<td>Firefighter Interest Questionnaire (NC)</td>
<td>X</td>
<td>X</td>
<td>20</td>
<td>X</td>
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</tbody>
</table>

*Total Time includes 20 minutes for the TIP, when applicable.

KSAP = Knowledge, Skills, Abilities & Personal Characteristics

NC = Noncognitive Component

TIP = Test Information Packet

VOD = Video
FIREFIGHTER ENTRY-LEVEL (FF-EL)
100 SERIES

2 HOURS | 90-ITEM TEST

The FF-EL 100 series are multiple-choice tests designed to assess whether or not a candidate has the most basic abilities necessary to learn and perform the duties of a firefighter, including rescue operations, responding to alarms, providing first aid, entering fire structures, maintaining equipment, hose operations, attending training and ladder operations.

FF-EL 101 and FF-EL 102 help ensure you’re selecting the most qualified applicants by assessing the knowledge, skills, abilities, and personal characteristics (KSAPs) new firefighters need in order to be successful on the job. For example:

- Candidates who have the ability to apply situational judgment are most likely to be able to handle day-to-day situations that deal with teamwork, following department rules, interactions with supervisors, co-workers and the public.
- Candidates with the ability to read and understand written materials (i.e., reading comprehension) are most likely to be able to properly apply job-related materials, such as training texts, manuals, and directions for using equipment.
- Candidates who possess strong spatial sense are most likely to have a good sense of direction, good judgment of distance and heights, and to always be able to orient themselves and find their way, even in new places.

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 cognitive component asks questions based on information (found in the TIP) about a hypothetical town called “Centerville,” as well as articles and facts about firefighting, in order to measure candidates’ ability to learn and perform tasks required of firefighters on a daily basis, including the ability to read, comprehend and properly apply technical information such as fire behavior and equipment; the ability to reason and apply logic and sound judgment as problems occur; the ability to develop mechanical aptitude; and whether they’re cooperative, able to work effectively with others, thorough and practice good work habits — all essential qualities to thrive in the tight-knit community of a fire company.
- The noncognitive component (NC) uses a Firefighter Interest Questionnaire to assess a variety of personal traits consistent with success on the job, including the ability to get along with others and work as part of a team, interest in community service, conscientiousness, sense of responsibility, and the desire for a career in firefighting.

FIREFIGHTER ENTRY-LEVEL (FF-EL)
202 & 302 (TIP)

20 MINUTES FOR TIP
1 HOUR, 45 MINUTES | 80-ITEM TEST

If you prefer not to use a test that includes 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.
3. Situational Judgment. 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 your 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.

FF-RCE is a valuable training tool useful to both new recruits in the Academy, and new firefighters in your department.
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.

READING LISTS

All promotional — stock and customized — tests have a required Reading List, which is indicated by the yellow ‘RL’ icon. 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, please visit us online: ipma-hr.org/readinglist.

FIRE COMPANY OFFICER SERIES

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.

- Fire Company Officer Form A with EM is designed for fire departments that provide emergency medical (EM) care.
- Fire Company Officer Form A is designed for fire departments that do NOT provide emergency medical (EM) care.

Two more Fire Company Officer tests, Form B and Form B with EM, will be available fall 2014!

Form A and Form A with EM each contain eight subtests, which 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. (10-11 items)

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. (17-20 items)

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. (10-11 items)

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. (12-14 items)

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. (11-13 items)

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. (15-17 items)

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. (8-9 items)

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. (5 items)

Form A with EM has 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. (12 items)
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.org/semistock

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 29.

FULLY CUSTOMIZED
CAPTAIN, BATTALION CHIEF, ASSISTANT/DEPUTY CHIEF, CHIEF
ipma-hr.org/customized

You may opt to use our Customized Test Service to create a fully-customized test, which assesses the competencies most important for effective job performance at various ranks within your department. For more information about customized tests, please see page 29.

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 29.

FIRE ENGINEER TEST
This new test is designed for personnel whose primary duties involve driving and positioning emergency vehicles, maintaining emergency vehicles and related equipment, performing aerial ladder platform operations, and performing pump operations.

Learn more on page 30.
We can help. 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.

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
- PROMOTIONAL stock tests

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

Know which candidates will be successful on the job before you hire them. Our entry-level ECC tests assess the knowledge, skills, abilities and personal characteristics (KSAPs) 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 all of our entry-level ECC stock tests. In addition to the table, you’ll find a brief explanation of each test or test series 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

<table>
<thead>
<tr>
<th></th>
<th>EL 911-10</th>
<th>EL 911-10 (AUD)</th>
<th>EL 911-20 (VID)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FORMAT</strong></td>
<td>Paper</td>
<td>Paper &amp; Audio</td>
<td>Paper &amp; Video</td>
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<tr>
<td><strong>TOTAL TIME</strong></td>
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<td>2:30</td>
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<tr>
<td><strong>TOTAL NUMBER OF TEST ITEMS</strong></td>
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<td>100</td>
<td>100</td>
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<tr>
<td><strong>SUBTEST</strong></td>
<td><strong>NUMBER OF ITEMS PER SUBTEST</strong></td>
<td></td>
<td></td>
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<tr>
<td>Ability to Listen, Remember and Respond to Verbal Information</td>
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<td>42</td>
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<tr>
<td>Reading Comprehension</td>
<td>24</td>
<td>24</td>
<td>X</td>
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<tr>
<td>Reasoning Ability</td>
<td>18</td>
<td>18</td>
<td>X</td>
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<tr>
<td>Ability to Learn and Apply Information</td>
<td>21</td>
<td>21</td>
<td>28</td>
</tr>
<tr>
<td>Ability to Use Situational Judgment</td>
<td>17</td>
<td>17</td>
<td>30</td>
</tr>
</tbody>
</table>

NEW ENTRY-LEVEL TEST!

A new, multiple-choice stock test for entry-level public safety telecommunicator (PST) is currently being developed. Learn more about the new test — as well as all the great benefits that come with lending us your expertise — on page 30. You can also read more online at: [ipma-hr.org/development/PST](http://ipma-hr.org/development/PST).

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).
EMERGENCY COMMUNICATIONS CENTER
(EL 911) 10 SERIES

2 HOURS | 80-ITEM TEST
2 HOURS, 24 MINUTES | 100-ITEM TEST

EL 911-10 series are multiple-choice tests designed to assess whether or not a candidate has the most basic abilities necessary to learn and perform the duties of a public safety telecommunicator (PST), such as recognizing potentially dangerous situations/calls and assigning backup, determining the priority of incoming calls, simultaneously answering calls and transcribing the information, and giving pre-arrival warning information to scene personnel.

EL 911-10 and EL 911-10 (AUD) help ensure you’re selecting the most qualified applicants by assessing the knowledge, skills, abilities and personal characteristics (KSAPs) new PSTs need in order to be successful on the job. For example:

- Candidates with the **ability to use situational judgment** are most likely to draw reasonable, logical conclusions and take action based on the situation, for example making the decision to assign backup on potentially dangerous calls.
- Candidates with the **ability to reason** are most likely 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.
- Candidates with the **ability to read and understand** written materials are most likely to process and apply written instructions and job-related materials, such as procedure manuals and resource materials.

EL 911-10 (AUD) includes an additional 24-minute listening-skills subtest that is divided into two parts that contain a total of 20 multiple-choice questions. The total testing time 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 will use to answer multiple-choice questions about the calls. Candidates should take note of details like 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 will use to answer multiple-choice questions about the officers’ activities.

EMERGENCY COMMUNICATIONS CENTER
(EL 911) 20 WITH VIDEO

2 HOURS, 30 MINUTES | 100-ITEM TEST

Using video of work samples to assess the critical abilities of candidates for entry-level public safety telecommunicator (PST), EL 911-20 (VID) becomes a valuable tool in your hiring process. Instructions and a countdown timer are embedded in the video to make administration easy.

EL 911-20 (VID) has three parts:

1. **Ability to Listen, Remember and Respond to Verbal Information.** Candidates will receive information in three stages: resource material to review, video of a roll-call briefing, and audio of a series of incoming calls and radio traffic. They are asked to take detailed notes throughout, which will enable them to answer multiple-choice questions based on the information received. (42 items)

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 and logical conclusions and following a logical course of action in response to the situation. (30 items)

3. **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. (28 items)

GOOD TO KNOW!

Video-based tests help with the reduction of adverse impact.

EMERGENCY COMMUNICATIONS CENTER
REALISTIC JOB PREVIEW (ECC-RJP 101)

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.

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.

**READING LIST**

All promotional tests have a required Reading List, which is indicated by the yellow ‘RL’ icon. 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](http://ipma-hr.org/readinglist).

**EMERGENCY COMMUNICATIONS CENTER FIRST-LINE SUPERVISOR (ECC-FLS) 202**

2 HOURS, 30 MINUTES | 100-ITEM TEST

ECC-FLS 202 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 202, 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. (28 items)

2. **Concepts of Supervision.** Knowing how to provide direction and guidance to subordinates is essential for success as an FLS, as is being good at dealing with human behavior (motivation, frustration, etc.) and different personalities. (24 items)

3. **Concepts of Evaluating Subordinate Performance.** Knowledge of effective techniques and strategies for investigating misconduct or complaints against subordinates is an important supervisory skill. (15 items)

4. **Concepts of Training.** An FLS needs to be able to identify their subordinates’ needs and have the ability to employ effective training and coaching techniques. (13 items)

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. (11 items)

6. **Concepts of Administration.** The ability to maintain good community relations and effective project planning skills, such as setting goals and timetables and knowing what resources are needed, are important abilities for an ECC supervisor. (9 items)
We can help. 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.

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
- PROMOTIONAL tests

You may also find more information on our website: 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 personal characteristics (KSAPs) 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 24-26.

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

The 200-series of entry-level correctional officer tests 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).

---

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

<table>
<thead>
<tr>
<th>SUBTEST</th>
<th>NUMBER OF ITEMS PER SUBTEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to Learn and Apply Information &amp; Observe and Remember Details (TIP)</td>
<td>X</td>
</tr>
<tr>
<td>Reading Comprehension</td>
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<tr>
<td>Counting Accuracy</td>
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<tr>
<td>Inductive Reasoning</td>
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<td>Deductive Reasoning</td>
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<tr>
<td>Verbal Comprehension</td>
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</tr>
<tr>
<td>Ability to Follow Written Directions</td>
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</tr>
<tr>
<td>Problem Solving &amp; Situational Judgment</td>
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<table>
<thead>
<tr>
<th>FORMAT</th>
<th>100 SERIES</th>
<th>200 SERIES</th>
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<tbody>
<tr>
<td>CO-EL 101</td>
<td>Paper</td>
<td>Paper</td>
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<td>CO-EL 102</td>
<td>Paper</td>
<td>Paper</td>
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<td>CO-EL 201 (TIP)</td>
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</table>

<table>
<thead>
<tr>
<th>TOTAL NUMBER OF TEST ITEMS</th>
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<th>200 SERIES</th>
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<tbody>
<tr>
<td>90</td>
<td>90</td>
<td>100</td>
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</tbody>
</table>

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**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 in order to be successful on the job. For example:

- **Candidates with inductive reasoning skills** are most likely to maintain constant observation and control of inmates at all times, ensuring immediate detection of problems and the steady operation of the shift.
- **Candidates with deductive reasoning skills** are most likely to conduct systematic searches of incoming inmates in accordance with Supreme Court rulings, checking all possible hiding places on their person and clothing, and ensuring the reduction of contraband entering the facility.
- **Candidates with the ability to accurately count objects** are most likely to conduct an accurate physical head count of the inmates to ensure all inmates are present and/or accounted for and the facility is secure.
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 and logical conclusions about the situations and following logical courses of action to respond.

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, or they might assess a variety of personal traits consistent with success on the job, such as a candidate’s ability to deal with people.

CORRECTIONAL OFFICER BACKGROUND DATA QUESTIONNAIRE (CO-BDQ) 201-NC

1 HOUR | 68-ITEM TEST

Turnover rates among correctional officers are especially high. Given the significant investment of time and money made to recruit new officers, it stands to reason that an assessment tool which decreases turnover would result in a large cost savings and a reduction in wasted resources.

**NOTE:** You will not be charged an administration fee for the supplemental test if ordered with another test product.

**CO-BDQ 201-NC scores relate to both lower turnover and better job performance.** In our research — conducted over a two-year period with more than 1,100 newly hired correctional officers — it was determined that higher scores on the CO-BDQ increase the likelihood that an officer will stay on the job and perform well.

CO-BDQ measures candidates’ predicted levels of success by assessing the following:

- **Background.** This includes items such as a candidate’s education, work experience, past activities and achievements.

- **Lifestyle.** Asks about their preferences and patterns in regard to exercise, amount of sleep, degree of social activity, leisure activities, etc.

- **Interest in Corrections Work.** Asks candidates to select, from a number of choices, the activity of greatest interest to them.

- **Personality.** Asks candidates to rate themselves on a variety of personality traits, such as integrity, perseverance and leadership.

- **Ability.** Asks candidates to rate themselves on a number of abilities, such as the ability to handle people, memory and physical capacity.

**PLEASE NOTE:** CO-BDQ 201-NC was designed to be complementary to a cognitive ability test (e.g., tests from the CO-EL 100 series). There are important job requirements to be assessed by cognitive ability tests that are not well covered by biodata measures such as the CO-BDQ; conversely, the BDQ assesses aspects of personality, background and achievement which the cognitive ability test cannot assess. It is therefore recommended that any jurisdiction choosing to use the CO-BDQ should use it in conjunction with a cognitive ability test.

GOOD TO KNOW!

This test can help reduce adverse impact on minority group and female candidates.
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’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 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 your 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, communications 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.
**ADMIN SUPPORT**

We can help. 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?

---

**Hire and Promote with Confidence**

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)

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

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 personal characteristics (KSAPs) necessary to successfully perform the duties of essential administrative support personnel such as, communicating with the public in a pleasant and courteous manner; taking written messages; listening to visitors’ questions; answering the phone and greeting visitors; using proper spelling, punctuation and grammar; and proofreading correspondence.

The Administrative Support Series helps ensure that you’re selecting the most qualified applicants by assessing the skills and abilities administrative support personnel need in order to be successful on the job. For example:

- Candidates with good listening skills are most likely to have the ability to understand and follow oral instructions, conversations and other spoken information.
- Candidates with reasoning skills are most likely to be able to apply rules and guidelines to arrive at a logical conclusion or to solve a problem.
- Candidates with proficient reading comprehension skills are most likely to be skilled at gathering information and producing, filing, sorting and routing documents.

Each module in the Administrative Support Series was developed to match — as closely as possible — the tasks performed on the job. The examinations have been developed in this format so you can pick the modules that pertain to the administrative support position for which you’re hiring.

The tables below provide you with a comparison of all of our administrative support modules. 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 Administrative Support Series technical report.

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.

Learn more about the Administrative Support Series at ipma-hr.org/ASM.

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

Learn more about the Administrative Support Series at ipma-hr.org/ASM.

<table>
<thead>
<tr>
<th>ADMINISTRATIVE SUPPORT SERIES</th>
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<tr>
<td>MODULE</td>
<td>CONTENT</td>
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<tr>
<td>-------</td>
<td>---------</td>
</tr>
<tr>
<td>MODULE A</td>
<td>Grammar</td>
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<tr>
<td>MODULE B</td>
<td>Punctuation</td>
</tr>
<tr>
<td>MODULE C</td>
<td>Vocabulary</td>
</tr>
<tr>
<td>MODULE D</td>
<td>Spelling</td>
</tr>
<tr>
<td>MODULE E</td>
<td>Basic Filing</td>
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<tr>
<td>MODULE F</td>
<td>Reasoning</td>
</tr>
<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>
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<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.
You need a promotional test for an upper-ranking position in your department. After looking through our stock promotional tests, you find one that would work … if only this was different or that was added.

Or maybe you’re testing for a rank we don’t have a stock test for at all. When you run into a square peg/round hole testing situation, our Customized Test Service can help.

Test Item Bank

The following table lists the knowledge areas covered in our Test Item Bank. See pages 33-34 for pricing.

<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.

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

Semi-Stock Promotional Tests

Add test items, delete test items, even write new ones: it’s your choice. With IPMA-HR’s Semi-Stock Promotional Test Service, we’ll create a promotional test that allows you to assess the competencies most important for success in the upper ranks of your police or fire department.

A semi-stock promotional test uses one of our stock promotional tests as its base. Create your own unique semi-stock promotional test by deleting test items and/or adding test items from two optional sources: our Test Item Bank and our Item Writing Service.

Fully Customized Tests

Our Customized Test Service enables you to create specialized promotional tests that assess 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, such as:

- Captain
- Major
- Battalion Chief
- Assistant Chief
- Deputy Chief
- Chief

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.

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.
New Tests in Development
ipma-hr.org/development

At IPMA-HR, the hard-working members of our Assessment Services Department strive to stay one step ahead of your testing needs. For those of you in the customer service, fire, public safety communications and corrections fields, we have new tests coming your way.

Customer Service Representative
ipma-hr.org/development/CSR

The Customer Service Representative (CSR) test will be a computer-based selection test for customer service positions within government agencies. This includes any position that has front-line interaction with the public, such as:
- Customer Service Representatives
- Front-Desk Positions
- Clerks
- 311 Center Representatives

We anticipate that the test format will be a job simulation that includes multiple-choice questions and data entry. Using reference materials that would typically be available on the job, candidates will be asked to indicate how they would handle issues as presented to them through a series of customer interactions. The format in which the interactions will be presented has not yet been finalized, but it will be either audio or video.

Entry-Level Public Safety Telecommunicator
ipma-hr.org/development/PST

A new, multiple-choice stock test for entry-level public safety telecommunicators (PST) is currently being developed. The new entry-level PST test will assess whether or not a candidate has the most basic abilities necessary to learn and perform the duties of a PST, such as recognizing potentially dangerous situations/calls and assigning backup, determining the priority of incoming calls, simultaneously answering calls and transcribing the information, and giving pre-arrival warning information to personnel.

Fire Engineer
ipma-hr.org/development/FE

We are excited to share our latest test in development: Fire Engineer (Driver/Operator). The Fire Engineer test is for fire department personnel whose primary duties involve:
- Driving and Positioning Emergency Vehicles
- Maintaining Emergency Vehicles and Related Equipment
- Performing Aerial Ladder Platform Operations
- Performing Pump Operations

Correctional Officer
ipma-hr.org/development/CO

We are currently in the process of developing the fourth entry-level correctional officer test. The 200 series are multiple-choice tests designed to assess whether a candidate has the basic skills and abilities required to perform successfully on the job.
We Need Your Expertise
ipma-hr.org/development

It takes the help of agencies like yours from all over the country to make sure 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 that ranges from $35 to 30% off future test orders, depending on how many participants your agency provides. These vouchers can be combined to give you even greater savings!

- **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

- **Customer Service Representative (CSR) Test.** The next stage in development of the CSR test is the 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. We will also be conducting a computer-based pilot test.

- **Public Safety Telecommunicator (PST) Test.** The next stage in the development of the new, entry-level PST test is the validation study. **This stage has two parts:**
  1. The men and women in your agency who are doing the job take the test.
  2. Their direct supervisors will evaluate their job performance using a standard form provided by us. The data we gather will be used to assess whether test performance predicts job performance.

- **Fire Engineer Test.** The next stage in the development of the Fire Engineer Test is the 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.

- **Corrections Officer Test.** The next stage in the development of the new entry-level corrections officer test is the validation study. **This stage has two parts:**
  1. The men and women in your agency who are doing the job take the test.
  2. Their direct supervisors will evaluate their job performance using a standard form provided by us. The data we gather will be used to assess whether test performance predicts job performance.

To learn more and fill out your participation form, please visit: ipma-hr.org/development.
Assessment Publications
ipma-hr.org/assessment/publications

Free Publications

- **Considerations in Addressing Adverse Impact.** Provides IPMA-HR test users with information to consider when addressing adverse impact.
- **Considerations in Handling Item Challenges.** Provides specific steps that must be taken in handling all promotional test candidate reviews and item challenges.
- **Considerations in Implementing Selection Procedures.** 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.
- **Test Administration Handbook.** Everything you ever wanted to know about test administration — from critical testing concepts to legal and professional considerations in testing — is included in this comprehensive manual.
- **Test Day Administration Guide.** Help ensure the reliability and validity of your test results by administering IPMA-HR tests in a standardized manner.

Publications for Purchase

**ASSESSMENT CENTER EDUCATIONAL MATERIALS (ACEM)**
ipma-hr.org/ACEM

Would you like to learn more about how to run an assessment center? Our Assessment Center Educational Materials (ACEM) cover everything you need to know about administering and scoring an assessment center process in five handbooks.

You will also receive a CD that contains assessor training and candidate orientation PowerPoint presentations, in addition to sample support materials, including Word files with examples of forms used in the assessment center scoring process, schedules for running candidates through the assessment center exercises, and a sample feedback report and graph useful in providing candidates with assessment center results.

**ENTRY-LEVEL FIREFIGHTER CANDIDATE STUDY GUIDE**
ipma-hr.org/FFEL/study

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 will help them understand what each test assesses, and the content and the types of questions found on each test. It also includes test-taking tips and a practice test with an explanation for each answer.

**ENTRY-LEVEL POLICE OFFICER CANDIDATE STUDY GUIDE (2ND EDITION)**
ipma-hr.org/POEL/study

The Entry-Level Police Officer Candidate Study Guide (2nd Edition) is designed to help candidates prepare to take any IPMA-HR entry-level, multiple-choice police officer test. The study guide will help 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.

**PUBLIC SAFETY ORAL INTERVIEW HANDBOOK**
ipma-hr.org/PSOIH

Designed for the public sector, the Public Safety Oral Interview Handbook is a comprehensive resource for creating and administering structured oral interviews. This handbook was developed to help police departments, fire departments, and correctional facilities create effective, structured oral interviews for entry-level and promotional positions.
## 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 Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENTRY-LEVEL STOCK TESTS</strong></td>
<td></td>
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<tr>
<td>PO-EL 101 (TIP)</td>
<td>$15.00</td>
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<td>PO-EL 302 (VID)</td>
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<td><strong>SUPPLEMENTAL STOCK TESTS</strong></td>
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<td>PO-BDQ 201-NC</td>
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### FIRE TESTS

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<td>$95.00</td>
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<td>FF-EL 302 (TIP)</td>
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<td><strong>SUPPLEMENTAL STOCK TESTS</strong></td>
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### CUSTOMIZED PROMOTIONAL TESTS FOR POLICE & FIRE

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<th><strong>SEMI-STOCK</strong></th>
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<td>More than three (3) weeks prior to your test date.</td>
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<td>$20.00 per test booklet</td>
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<td>75-question minimum</td>
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<tr>
<td>+ $395.00 labor fee</td>
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<th><strong>ITEM WRITING SERVICE</strong></th>
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<tr>
<td>$58.00 per question</td>
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<tr>
<td>+ $395.00 labor fee</td>
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### ASSESSMENT PUBLICATIONS

- **ASSESSMENT CENTER EDUCATIONAL MATERIALS (ACEM)**
  - $249.00 for the package | ipma-hr.org/ACEM

- **ENTRY-LEVEL FIREFIGHTER CANDIDATE STUDY GUIDE**
  - $15.00 for agencies | ipma-hr.org/FFEL/study

- **ENTRY-LEVEL POLICE OFFICER CANDIDATE STUDY GUIDE**
  - $15.00 for agencies | ipma-hr.org/POEL/study

- **PUBLIC SAFETY ORAL INTERVIEW HANDBOOK**
  - $40.00 | ipma-hr.org/PSOIH

1 Where the scoring service is optional, the cost is $40 + $.50/answer sheet.

2 Please visit our website for full pricing details: ipma-hr.org/semistock (or) ipma-hr.org/customized

3 IPMA-HR’s Item Writing Service is not available for rush orders.

* Please Note: Admin Fees for orders shipping to Canada are $145.00.

** The administration fee is waived when you order this test in addition to any of our other stock tests.

---

*Please visit our website for full pricing details: ipma-hr.org/semistock (or) ipma-hr.org/customized.*
### ECC TESTS

<table>
<thead>
<tr>
<th>TEST NAME</th>
<th>PRICE PER CANDIDATE</th>
<th>ADMIN FEE (PER ORDER)*</th>
<th>SCORING SERVICE</th>
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<td>EL-911 10</td>
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<td>EL-911 10 (AUD)</td>
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<td>EL-911 20 (VID)</td>
<td>$12.50</td>
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### REALISTIC JOB PREVIEW

- **ECC-RJP 101**: Call for more details.

### PROMOTIONAL STOCK TESTS

- **ECC-FLS 202**: $16.00, $95.00, optional

### CORRECTIONS TESTS

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<th>TEST NAME</th>
<th>PRICE PER CANDIDATE</th>
<th>ADMIN FEE (PER ORDER)*</th>
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<td>CO-EL 102</td>
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<td>optional</td>
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<td>CO-EL 201 (TIP)</td>
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### SUPPLEMENTAL STOCK TESTS

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<th>TEST NAME</th>
<th>PRICE PER CANDIDATE</th>
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<th>SCORING SERVICE</th>
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<tbody>
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<td>CO-RCE 102 (VID)</td>
<td>$7.50</td>
<td>$95.00**</td>
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### PROMOTIONAL STOCK TESTS

- **CF-FLS 202**: $16.00, $95.00, optional

### ADMINISTRATIVE SUPPORT TESTS

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<tr>
<th>NUMBER OF MODULES</th>
<th>PRICE PER CANDIDATE</th>
<th>ADMIN FEE (PER ORDER)*</th>
<th>SCORING SERVICE***</th>
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<td>1 ASM MODULE</td>
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<tr>
<td>2 ASM MODULES</td>
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<td>3 ASM MODULES</td>
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<td>optional</td>
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<td>4 ASM MODULES</td>
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<td>5 ASM MODULES</td>
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<tr>
<td>6+ ASM MODULES</td>
<td>$1.50 each</td>
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*Please Note: Admin Fees for orders shipping to Canada are $145.00.

**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).

---

**Next Steps:**

**The Ordering Process**

**ipma-hr.org/assessment**

**1-800-381-TEST (8378)**

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).

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**GOOD TO KNOW!**

On our website you’ll find a series of helpful videos that cover everything from test security to how to select the best test for your agency.

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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
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.

- 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.