



**Department of  
Civil Service**

# Test Guide

for the

## Investigator Series (Non-Police)

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## ***INTRODUCTION***

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The New York State Department of Civil Service has developed this test guide to familiarize you with some of the multiple-choice test materials which will be included in the Investigator Series. This test guide provides a general description of the most common subject areas which will be tested and an explanation of the different types of questions you may see on the test.

Not all subject areas tested in the Investigator Series are covered in this test guide. The Examination Announcement will list the subject areas that will be included on the particular test you will be taking. Some of these subject areas may not be covered in this test guide.

Please Note: Information about police investigator multiple-choice tests are covered in the Test Guide for Police Supervisors/Investigators.

The tests in the series commonly cover the following subject areas:

1. **EVALUATING INFORMATION AND EVIDENCE:** These questions test for the ability to evaluate and draw conclusions from information and evidence. Each question consists of a set of statements and a conclusion based on the statements. You must decide if the conclusion is warranted by the statements.
2. **INVESTIGATIVE TECHNIQUES:** These questions test for knowledge of the fundamental concepts in the area of field investigation. These questions will cover such areas as: obtaining the cooperation of individuals involved in an investigation, preparing for the investigation and/or interview, investigative principles, interviewing principles and practices, behavior and attitudes of the investigator and others, gathering of data and evidence, and presenting the results of an investigation. Many of the questions are situational in nature and attempt to measure the candidate's ability to apply basic investigative techniques. The questions are generic rather than dealing with investigations in a particular field.
3. **PREPARING WRITTEN MATERIAL:** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from among four choices, the best order for the sentences.
4. **UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.
5. **SUPERVISION:** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
6. **ADVANCED INVESTIGATIVE TECHNIQUES:** These questions test for knowledge of the more complicated and technical aspects of field investigations. The questions will cover such areas as: interviewing principles and practices, investigative principles, sources of information and reporting methods commonly used in field investigations, securing statements, rules of evidence and evidence collection, preparing cases for court or legal hearings, and testifying in the courtroom or in hearings. Many of the questions are situational in nature. The questions are generic rather than dealing with investigations in a particular field.

The remainder of this test guide explains how you will be tested in each subject area listed above. A **TEST TASK** is provided for each subject area. This is an explanation of how a question is presented and how to correctly answer it. Read each explanation carefully. This test guide also provides at least one **SAMPLE QUESTION** for each subject area. The sample question is similar to the type of questions that will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer to each sample question. You should study each sample question and solution in order to understand how the correct answer was determined.

At the end of this test guide we have included a Practice Test which includes additional examples of the types of questions you may see on your multiple-choice test for the first four of the subject areas discussed. Answers are provided in the Practice Test Key so that you can see how well you have done.

## **SUBJECT AREA 1**

**EVALUATING INFORMATION AND EVIDENCE:** These questions test for the ability to evaluate and draw conclusions from information and evidence. Each question consists of a set of statements and a conclusion based on the statements. You must decide if the conclusion is warranted by the statements.

**TEST TASK:** In each of the following 15 questions you will be given a set of **STATEMENTS** and a **CONCLUSION** based on the statements. You are to assume the statements are true. The conclusion is reached from these statements **ONLY** -- NOT on what you may happen to know about the subject discussed. Each question has three possible answers. You must then select the correct answer in the following manner:

Select **A**, if the statements **PROVE** that the **CONCLUSION** is **TRUE**.

Select **B**, if the statements **PROVE** that the **CONCLUSION** is **FALSE**.

Select **C**, if the statements are **INADEQUATE TO PROVE** the conclusion **EITHER TRUE OR FALSE**.

### **SAMPLE QUESTION #1**

**STATEMENTS:** All uniforms are cleaned by the Conroy Company. Blue uniforms are cleaned on Mondays or Fridays; green or brown uniforms are cleaned on Wednesdays. Alan and Jean have blue uniforms, Gary has green uniforms and Ryan has brown uniforms.

**CONCLUSION:** Jean's uniforms are cleaned on Wednesdays.

- A. statements prove the conclusion TRUE
- B. statements prove the conclusion FALSE
- C. statements are INADEQUATE to prove the conclusion

*The correct answer to this sample question is B.*

**SOLUTION:** *The last sentence of the STATEMENTS says that Jean has blue uniforms. The second sentence of the STATEMENTS says that blue uniforms are cleaned on Monday or Friday. The CONCLUSION says Jean's uniforms are cleaned on Wednesday. Wednesday is neither Monday or Friday. Therefore, the conclusion must be FALSE (choice B).*

## **SUBJECT AREA 1 (Continued)**

### **SAMPLE QUESTION #2**

**STATEMENTS:** If Beth works overtime, the assignment will be completed. If the assignment is completed, then all unit employees will receive a bonus. Beth works overtime.

**CONCLUSION:** A bonus will be given to all employees in the unit.

- A. statements prove the conclusion TRUE
- B. statements prove the conclusion FALSE
- C. statements are INADEQUATE to prove the conclusion

*The correct answer to this sample question is A.*

**SOLUTION:** The CONCLUSION follows necessarily from the STATEMENTS. Beth works overtime. The assignment is completed. Therefore, all unit employees will receive a bonus.

### **SAMPLE QUESTION #3**

**STATEMENTS:** Bill is older than Wanda. Edna is older than Bill. Sarah is twice as old as Wanda.

**CONCLUSION:** Sarah is older than Edna.

- A. statements prove the conclusion TRUE
- B. statements prove the conclusion FALSE
- C. statements are INADEQUATE to prove the conclusion

*The correct answer to this sample question is C.*

**SOLUTION:** We know from the statements that both Sarah and Edna are older than Wanda. We do not have any other information about Sarah and Edna. Therefore, no conclusion about whether or not Sarah is older than Edna can be made.

## **SUBJECT AREA 2**

**INVESTIGATIVE TECHNIQUES:** These questions test for the knowledge of the fundamental concepts in the area of field investigation. These questions will cover such areas as: obtaining the cooperation of individuals involved in an investigation, preparing for the investigation and/or interview, investigative principles, interviewing principles and practices, behavior and attitudes of the investigator and others, gathering of data and evidence, and presenting the results of an investigation. Many of the questions are situational in nature and attempt to measure the candidate's ability to apply basic investigative techniques. The questions are generic rather than dealing with investigations in a particular field.

**TEST TASK:** You will be asked to answer questions about basic investigative techniques that are generic rather than related to a particular investigative field. Many of the questions will be situational in nature.

### **SAMPLE QUESTION:**

The best reason for you to consider the possible motives of each person who is interviewed during an investigation is to

- A. prevent persons from making false statements
- B. appear sympathetic
- C. avoid sensitive issues
- D. recognize biased information

*The correct answer to this sample question is D.*

### **SOLUTION:**

**Choice A** is incorrect because understanding the motives of a person being interviewed will not prevent the person from making false statements.

**Choice B** is incorrect because it is not generally necessary for investigators to appear sympathetic as they conduct a professional interview.

**Choice C** is incorrect because it is often necessary to raise sensitive issues during an investigation.

**Choice D** is the correct answer because it is critical that investigators understand the accuracy and value of the information they gather in an interview.

## **SUBJECT AREA 3**

**PREPARING WRITTEN MATERIAL:** These questions test for the ability to present information clearly and accurately and for the ability to organize paragraphs logically and comprehensibly.

**TEST TASK:** There are two separate test tasks in this subject area.

- For the first, **Information Presentation**, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version.
- For the second, **Paragraph Organization**, you will be given paragraphs with their sentences out of order, and then be asked to choose, from among four choices, the best order for the sentences.

### **INFORMATION PRESENTATION SAMPLE QUESTION:**

Martin Wilson failed to take proper precautions. His failure to take proper precautions caused a personal injury accident.

Which one of the following best presents the information above?

- A. Martin Wilson failed to take proper precautions that caused a personal injury accident.
- B. Proper precautions, which Martin Wilson failed to take, caused a personal injury accident.
- C. Martin Wilson's failure to take proper precautions caused a personal injury accident.
- D. Martin Wilson, who failed to take proper precautions, was in a personal injury accident.

*The best answer to this sample question is C.*

### **SOLUTION:**

**Choice A** conveys the incorrect impression that proper precautions caused a personal injury accident.

**Choice B** conveys the incorrect impression that proper precautions caused a personal injury accident.

**Choice C** best presents the original information: Martin Wilson failed to take proper precautions and this failure caused a personal injury accident.

**Choice D** states that Martin Wilson was in a personal injury accident. The original information states that Martin Wilson caused a personal injury accident, but it does not state that Martin Wilson was in a personal injury accident.



## **SUBJECT AREA 3 (Continued)**

### **PARAGRAPH ORGANIZATION SAMPLE QUESTION:**

The following question is based upon a group of sentences. The sentences are shown out of sequence, but when correctly arranged, they form a connected, well-organized paragraph. Read the sentences, and then answer the question about the best arrangement of these sentences.

1. Eventually, they piece all of this information together and make a choice.
2. Before actually deciding upon a human services job, people usually think about several possibilities.
3. They imagine themselves in different situations, and in so doing, they probably think about their interests, goals, and abilities.
4. Choosing among occupations in the field of human services is an important decision to make.

Which one of the following is the best arrangement of these sentences?

- A. 2-4-1-3
- B. 2-3-4-1
- C. 4-2-1-3
- D. 4-2-3-1

*The best answer to this sample question is D.*

### **SOLUTION:**

**Choices A and C** present the information in the paragraph out of logical sequence. In both **A** and **C**, sentence 1 comes before sentence 3. The key element in the organization of this paragraph is that sentence 3 contains the information to which sentence 1 refers; therefore, in logical sequence, sentence 3 should come before sentence 1.

**Choice B** also presents the information in the paragraph out of logical sequence. Choice **B** places the main idea of the paragraph (Sentence 4) in between two detail sentences (Sentences 1 and 3). The logical sequence of the information presented in the paragraph is therefore interrupted.

**Choice D** presents the information in the paragraph in the best logical sequence. Sentence 4 introduces the main idea of the paragraph: "choosing an occupation in the field of human services." Sentences 2-3-1 then follow up on this idea by describing, in order, the steps involved in making such a choice. Choice **D** is the best answer to this sample question.

## **SUBJECT AREA 4**

**UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

**TEST TASK:** You will be provided with brief reading passages and then will be asked questions relating to the passages. All the information required to answer the questions will be provided in the passages.

### **SAMPLE QUESTION:**

“Increasingly, behavior termed ‘road rage’ is being viewed as a public health issue, because of the number of deaths and injuries related to it. Such behavior is often a reaction to the feeling that one has been treated unfairly by another driver, and it is much less likely to occur if a driver is treated fairly. ‘Fair play’ on the road includes the observance not only of traffic regulations but also of the rules of courtesy. Courteous driving is based on common sense consideration for other drivers and a strong desire to make the roads safe for everyone. Good highway manners should become just as much a matter of habit as other kinds of manners.”

Which one of the following statements is best supported by the above selection?

- A. Courteous driving contributes to road safety.
- B. Those who are generally polite are also courteous drivers.
- C. Unlike driving courtesy, the observance of traffic regulations is a matter of habit.
- D. Being courteous when driving is more important than observing traffic regulations.

*The correct answer to this sample question is A.*

**SOLUTION:** To answer this question correctly, you must evaluate each choice against the written selection and determine the one that is best supported by the written selection.

**Choice A** states, “Courteous driving contributes to road safety.” Choice A is supported by the statement in the written selection that, “Courteous driving is based on...a strong desire to make the roads safe for everyone.” This is the correct answer.

**Choice B** states, “Those who are generally polite are also courteous drivers.” Choice B is not supported by the written selection. The written selection does not mention “those who are generally polite” at all. Choice B is not the correct answer to this question.

**Choice C** states, “Unlike driving courtesy, the observance of traffic regulations is a matter of habit.” Choice C is not supported by the written selection. The written selection makes no such bold statement. Instead, the written material mildly suggests that “Good highway manners should become just as much a matter of habit as other kinds of manners.” Choice C is not the correct answer to this question.

**Choice D** states, “Being courteous when driving is more important than observing traffic regulations.” Choice D is not supported by the written selection. The written selection states, “‘Fair play’ on the road includes the observance not only of traffic regulations but also of the rules of courtesy.” The written selection does not state that being courteous is more important than observing traffic regulations. Choice D is not the correct answer to this question.

## **SUBJECT AREA 5**

**SUPERVISION:** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline. There will be 15 questions in this subject area on the multiple-choice test.

**TEST TASK:** You will be presented with situations in which you must apply knowledge of the principles and practices of supervision in order to answer the questions correctly.

### **SAMPLE QUESTION:**

Assume that the unit you supervise is given a new work assignment and that you are unsure about the proper procedure to use in performing this assignment. Which one of the following actions should you take first in this situation?

- A. Obtain input from your staff.
- B. Consult other unit supervisors who have had similar assignments.
- C. Use an appropriate procedure from a similar assignment that you are familiar with.
- D. Discuss the matter with your supervisor.

*The correct answer to this sample question is D.*

### **SOLUTION:**

**Choice A** is not correct. *Since this assignment is new for your unit, your staff would not be expected to be more knowledgeable than you about the proper procedure.*

**Choice B** is not correct. *Although discussing this matter with other supervisors may increase your knowledge of the new assignment, similar assignments performed in other units may differ in some important way from your new assignment. Other units may also function differently from your unit, so the procedures used to perform similar assignments may differ accordingly.*

**Choice C** is not correct. *Since this assignment is new for your unit, you would have no way of knowing whether the procedure from a similar assignment is appropriate to use. You would need someone with the appropriate knowledge, usually your supervisor, to determine if the procedure from a similar assignment could be used before you actually employed this procedure in the performance of your new assignment.*

**Choice D is the correct answer to this question.** *Your supervisor is more likely to be informed about what procedure may be appropriate for work that he or she assigns to you than would other unit supervisors or your staff. Even if your supervisor does not know what procedure is appropriate, a decision regarding which procedure to use should be made with his or her participation, since he or she has the ultimate responsibility for your unit's work.*

## **SUBJECT AREA 6**

**ADVANCED INVESTIGATIVE TECHNIQUES:** These questions test for knowledge of the more complicated and technical aspects of field investigations. The questions will cover such areas as: interviewing principles and practices, investigative principles, sources of information and reporting methods commonly used in field investigations, securing statements, rules of evidence and evidence collection, preparing cases for court or legal hearings, and testifying in the courtroom or in hearings.

Many of the questions are situational in nature. The questions are generic rather than dealing with investigations in a particular field.

**TEST TASK:** You will be asked to answer questions about more complex and technical aspects of investigative techniques and evidence handling procedures that are generic rather than related to a particular investigative field. Many of the questions will be situational in nature.

### **SAMPLE QUESTION:**

Which of the following types of evidence, although technically hearsay evidence, are generally admissible, subject to certain qualifications, a New York State Court of Law?

1. repetitions of what someone else saw
  2. entries made in the course of business
  3. declarations against one's own interest
- 
- A. 1 and 2, but not 3
  - B. 1 and 3, but not 2
  - C. 2 and 3, but not 1
  - D. 1, 2, and 3

*The correct answer to this sample question is C.*

**SOLUTION:** *To identify the correct answer to this question you must determine whether each of the three types of evidence listed is admissible in court. 1, repetitions of what someone else saw, is classic hearsay. The person making the statement in court can have no idea if the repetition is fact or not. This is not admissible. 2, entries made in the course of business, when made by a person who would normally make the entries into the business's records are specifically exempted from hearsay rules. 3, declarations against one's own interest are statements that open the person making them to financial loss or legal action. They are exempted from the hearsay rules when the person who made the statement is not available to the court.*

**Choice A, Choice B, and Choice D** all include 1 which is not admissible in court. **Choice C**, 2 and 3 but not 1 is the only choice that does not include 1, which describes testimony that is not admissible. As such **Choice C** is the only possible correct answer.

## **PRACTICE TEST**

Below and on the following pages are additional examples of the types of questions that usually will be on the multiple-choice test for entry level positions that are tested for in the Investigator Series. The answers are given on page 18. Good luck!

**DIRECTIONS:** Each of the following 3 questions presents a set of statements which you are to assume to be true. The conclusion is derived from **THESE** statements only. Each question has three possible answers. Select your answer to each of these questions in the following manner:

Select **A**, if the statements **PROVE** that the **CONCLUSION** is **TRUE**.

Select **B**, if the statements **PROVE** that the **CONCLUSION** is **FALSE**.

Select **C**, if the statements are **INADEQUATE TO PROVE** the conclusion **EITHER TRUE OR FALSE**.

Base your answer to the questions solely on what is presented in the set of statements, and **NOT** on what you may happen to know about the subject discussed.

1. **STATEMENTS:** John processed more applications than Dave who processed more applications than Jerry. Tom processed the same number of applications as Jerry but processed more applications than Bill.

**CONCLUSION:** Bill processed more applications than Dave.

- A. statements prove the conclusion TRUE
- B. statements prove the conclusion FALSE
- C. statements are **INADEQUATE** to prove the conclusion

2. **STATEMENTS:** Whenever Mary attends a seminar, Mary forwards her telephone calls to the section clerk. Mary has forwarded her telephone calls to the section clerk today.

**CONCLUSION:** Mary is attending a seminar today.

- A. statements prove the conclusion TRUE
- B. statements prove the conclusion FALSE
- C. statements are **INADEQUATE** to prove the conclusion

3. **STATEMENTS:** All public utilities are regulated by the Public Service Commission. Some companies listed on the American Stock Exchange are public utilities.

**CONCLUSION:** Some companies listed on the American Stock Exchange are regulated by the Public Service Commission.

- A. statements prove the conclusion TRUE
- B. statements prove the conclusion FALSE
- C. statements are **INADEQUATE** to prove the conclusion

## **PRACTICE TEST (Continued)**

4. You are testifying about a matter that you investigated. An attorney begins asking you questions in a sarcastic manner. Of the following, you should respond by
- A. asking the attorney to phrase the questions in a less sarcastic manner
  - B. answering the attorney's questions while ignoring the attorney's sarcasm
  - C. asking the judge to make the attorney state the questions in a less sarcastic manner
  - D. answering the attorney's questions in a curt and severe manner
5. Which one of the following is the BEST indication that a witness has told a lie?
- A. The witness has claimed that he cannot remember certain important facts.
  - B. The witness denied a statement that other witnesses claim he has made.
  - C. The witness has displayed nervousness under cross-examination.
  - D. The witness has given conflicting replies to the same question.
6. You are assigned to investigate a very sensitive and complex situation. You have had no experience with this type of situation and are unsure of how to proceed. Of the following, the best first step for you to take is to
- A. ask your supervisor to reassign you to a matter in which you have had previous experience
  - B. discuss the situation with your more experienced associates and ask them to tell you how to proceed
  - C. let your supervisor know that you are unfamiliar with how to investigate this kind of situation
  - D. review investigative textbooks to determine the best action for you to take

**PRACTICE TEST (Continued)**

7. Senator Martinez met with the county legislature. Then Senator Martinez announced that the meal subsidy program would start in June.

Which one of the following best presents the information given above?

- A. After meeting with the county legislature, Senator Martinez announced that the meal subsidy program would start in June.
- B. Senator Martinez met with the county legislature and announced that the meal subsidy program would start in June.
- C. Senator Martinez announced that the meal subsidy program would start in June after a meeting with the county legislature.
- D. Senator Martinez, who met with the county legislature, announced that the meal subsidy program would start in June.

8. Frank Colombe wrote the press release. He sent three copies to the Director. The Director then gave one of the copies to the Commissioner.

Which one of the following best presents the information given above?

- A. Frank Colombe sent to the Director three copies of the press release he had written, who then gave a copy to the Commissioner.
- B. Frank Colombe sent three copies of the press release he had written to the Director, who then gave one of the copies to the Commissioner.
- C. The Director gave the Commissioner one of the three copies of the press release Frank Colombe had written and had been sent to him.
- D. Of the three copies of the press release Frank Colombe had written and sent to the Director, one was then given to the Commissioner by him.

**PRACTICE TEST (Continued)**

9.

1. The phosphates in detergents are carried into sewage systems, and from there into local rivers and streams, and eventually into large bodies of water.
2. The algae absorb much of the available oxygen that is necessary to sustain marine life.
3. There is no doubt that phosphates damage the environment through a complex chain of events.
4. Phosphates are nutrients, and, as such, they aid the growth of the algae living in the water.
5. This results not only in the death of fish and other aquatic life, but also in the too-thick growth of vegetation in the water.

Which one of the following is the best arrangement of these sentences?

- A. 1-3-4-2-5
- B. 1-4-2-5-3
- C. 3-1-4-2-5
- D. 3-4-2-1-5

10.

1. Never before has time been measured at a speed beyond the realm of experience.
2. Just how profound an effect it is having on society is as yet to be determined.
3. The computer has accelerated our sense of time beyond anything we have experienced before.
4. Though it is possible to conceive of an interval that brief and even to manipulate time at that speed, it is not possible to experience it.
5. It works in a time frame in which the nanosecond—a billionth of a second—is the primary measurement.

Which one of the following is the best arrangement of these sentences?

- A. 1-2-3-5-4
- B. 1-4-3-5-2
- C. 3-2-5-4-1
- D. 3-5-4-1-2



## **PRACTICE TEST (Continued)**

11. "The increasing demands upon our highways from a growing population and the development of forms of transportation not anticipated when the highways were first built have brought about congestion, confusion, and conflict, until the yearly toll of traffic accidents is now at an appalling level. If the death and disaster that traffic accidents bring throughout the year were concentrated into one calamity, we would shudder at the tremendous catastrophe. The loss is no less catastrophic because it is spread out over time and space."

Which one of the following statements concerning the yearly toll of traffic accidents is best supported by the passage above?

- A. It is increasing the demands for safer means of transportation.
- B. It has resulted in increased congestion, confusion, and conflict on our highways.
- C. It has resulted mainly from the new forms of transportation.
- D. It does not shock us as much as it should because the accidents do not all occur at the same time.

12. "Depression is one of the top public health problems in the United States, and its occurrence is on the rise. One in 20 Americans develops a case of depression serious enough to require professional treatment. The incidence of depression has been escalating among Baby Boomers (Americans born in the years 1946 through 1964). The reason for this increase is that the lifestyles of this generation have become increasingly demanding while offering little support. Also, stress and poor eating habits are now more the rule than the exception, and both can disrupt brain chemistry enough to bring on depression."

Which one of the following statements is best supported by the above selection?

- A. We can expect a small proportion of the population to require treatment for depression at some time in their lives.
- B. Baby Boomers have the highest rate of depression in the United States.
- C. Lifestyle demands are the major cause of depression in the current generation.
- D. Depression can cause a disruption in the chemistry of the brain.

## ***TEST SECURITY***

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The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

## ***CONCLUSION***

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Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

### **Before the test ...**

- Study and review this guide to familiarize yourself with some of the material which the test will cover.
- Study and review the subject areas to be covered on the test.

### **On the day of the test ...**

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other materials as instructed on the admission notice or the announcement.
- Do **NOT** bring this test guide to the test site.

### **At the test site ...**

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

### **During the test ...**

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

### **After the test ...**

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

## PRACTICE TEST KEY

- ( 1) B
- ( 2) C
- ( 3) A
- ( 4) B
- ( 5) D
- ( 6) C
- ( 7) A
- ( 8) B
- ( 9) C
- (10) D
- (11) D
- (12) A

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.



# Department of Civil Service

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