

# Test Catalog

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Industry-leading Employment

Testing and Assessment Services

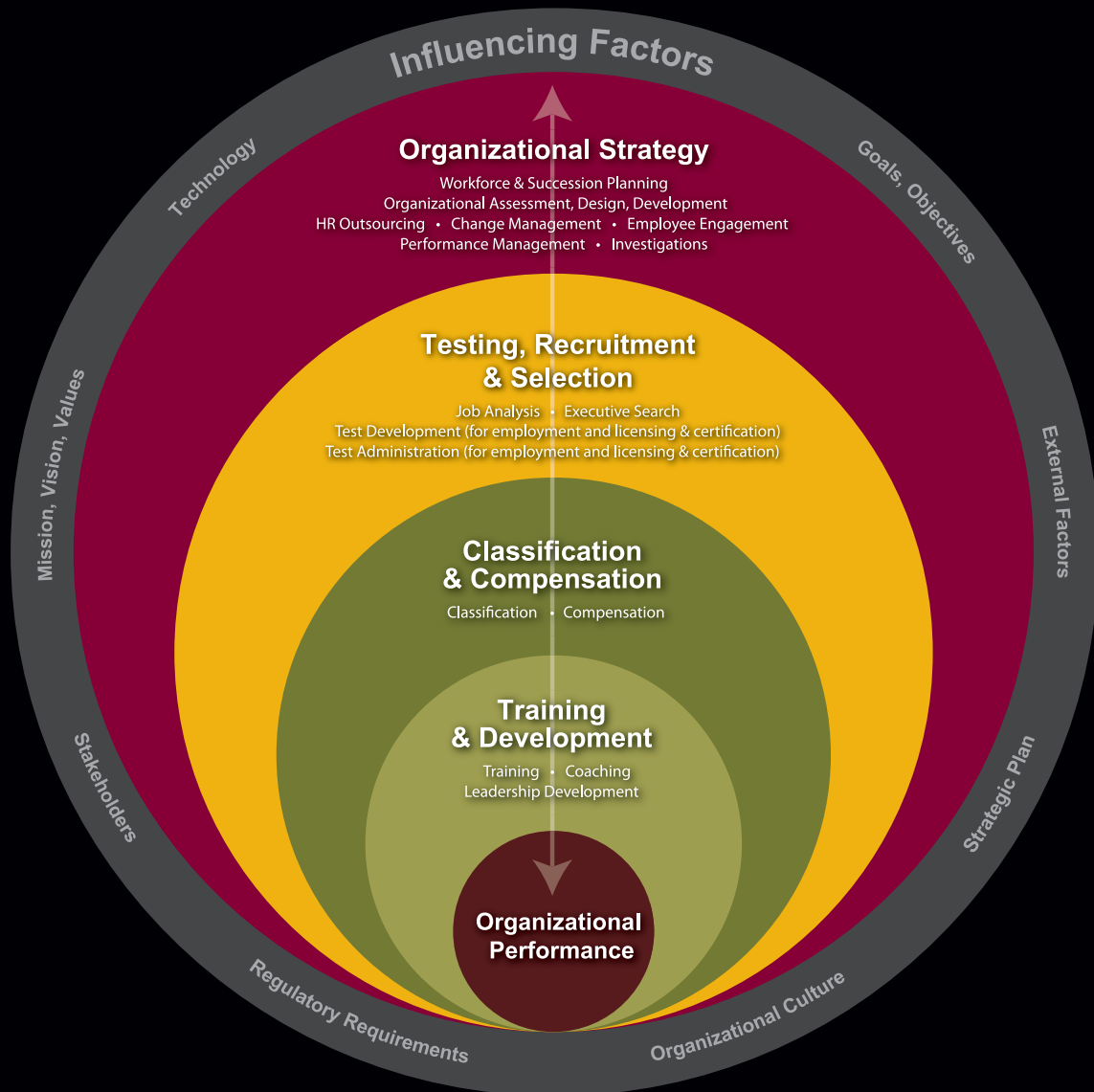
Exclusively for Public Agencies



## ABOUT CPS HR

















CPS HR Consulting is a self-supporting public agency providing a full range of integrated HR solutions to government and nonprofit clients across the country. Our strategic approach to increasing the effectiveness of human resources results in improved organizational performance for our clients. We have a deep expertise and unmatched perspective in guiding our clients in the areas of organizational strategy, recruitment and selection, classification and compensation, and training and development.

## Integrated HR Systems



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\* Online tests

As part of our commitment to providing you with the highest-quality test products and services, CPS HR Consulting frequently updates and changes our testing materials.

To determine which new test corresponds with your past orders, please call our CPS HR Test Rental team at **916.263.1800** or **1.866.867.5272**.

# The CPS HR Difference

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*The CPS HR Test Rental team is committed to providing our customers with the highest-quality test products and services. As a public agency, we understand the needs of government and not-for-profit agencies, and our employment tests have been developed to meet those specialized needs while providing great value at an economical price.*

This catalog offers more than 50 types of entry-level and promotional employment tests for a wide range of public agency positions including law enforcement, fire service, clerical, professional, skilled trades and many others.

## **PROFESSIONALLY DEVELOPED, RELIABLE EMPLOYMENT TESTS**

Our tests are developed to meet the most stringent psychometric standards and are frequently updated to ensure content relevance as well as to prevent overexposure. Furthermore, our staff of testing experts provides prompt, full-service test rental support from initial order processing through test scoring and follow-up consultation.

## **WHY USE CPS HR EMPLOYMENT TESTING AND ASSESSMENT SERVICES?**

- Expert consultation and advice
- Professional, courteous customer service
- Free test review copies
- Detailed scoring results
- Validation reports
- Convenient and easy ordering
- Prompt, secure, nationwide delivery

## **CPS HR OFFERS A VARIETY OF OTHER EMPLOYMENT TESTING SERVICES**

CPS HR provides a broad range of services to assist your agency in developing and administering exams and assessments. Our team can meet any or all of your testing requirements.

### **Our examination services include:**

- Assessment Centers
- Customized Test Development Solutions
- Test Administration

For more information about these services, please contact our Test Rental team at **916.263.1800** or **1.866.867.5272** or email us at [testrental@cpshr.us](mailto:testrental@cpshr.us).

# The Choice Is Yours — What's Right for You

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Whether it is the use of a test through our test rental program or a fully customized testing solution to meet your unique needs, we look forward to earning your business. Designed to be a useful tool during the selection process, this catalog will guide you to the tests that meet your public agency's specific needs. From explaining the wide range of tests we offer to how to place an order, you will find everything necessary to make your test ordering simple and efficient. As you will see, each table illustrates the name and stock number of the test, the number of items in the test and the time allotted to take the test. If you cannot find the information you need, please give us a call; one of our CPS HR Test Rental team members will be happy to assist you.

## TEST RENTAL PRODUCTS AND SERVICES

**Stock Test** – A stock test is a standardized test for a specific job classification common to public agencies. Each stock test has been validated through a content-oriented procedure. Prior to use by an agency, a stock test undergoes agency review to ensure job relatedness.

**Semi-Stock Test** – A semi-stock test is developed from items selected by the agency from two or more stock tests or from the items in the specialized item sets. Content validity is established through the agency's completion of a job analysis workbook and the selection of items that match the agency's job requirements.

**Custom Test** – A custom test is created from existing items in the CPS HR item bank or written specifically for the agency. Validity is established by the client agency unless performed under a separate contract with CPS HR.

**Supplement** – These preprinted 25- to 30- item booklets can be added to any of our regular test books to extend the coverage or emphasize content areas of our stock tests.

**Specialized Item Set** – These preprinted 200- to 250- item booklets allow you to customize item selection when creating a test specific to your agency for many common classifications.

**Structured Interviews** – The Structured Interview is a job-related, oral examination designed to elicit information about a candidate in relation to a set of pre-determined job performance competencies. Each customized Structured Interview process includes: a job analysis; a series of job-related interview questions; a set of behaviorally-anchored rating scales; and appropriate rating guidelines and materials. CPS HR consultants can also assist with rater training and the administration of the interview process.

**Writing Proficiency** – These essays measure a candidate's ability to write in an understandable way on a simple topic. This test can be used for any job that requires writing ability. CPS HR hires English language professionals who use structured rating guidelines to score the test.

### Online Delivery Format is Available

Online Skills-based – Microsoft Office-based tests as well as a large variety of office, clerical and industrial skills testing

Online Personality Testing – Hogan Assessments personality reports

# Fire Service

## ENTRY-LEVEL FIREFIGHTER TESTS

It takes certain skills and aptitudes to succeed as a firefighter in today's demanding environment. Our entry-level tests help identify those who will perform at the highest level in the firefighter academy and go on to successfully perform on the job. These tests measure the candidate's ability to understand and remember written and oral information, perform basic math and understand mechanical principles and diagrams. Test content is based on job analytic data gathered from a variety of fire agencies.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

### ENTRY-LEVEL FIREFIGHTER

CONTENT AREAS	2134	2152* New	2177	2187A	2190* New
Understanding Oral Information	—	15	—	—	—
Understanding Written Information	30	20	30	30	30
Mathematical Ability	30	25	30	30	25
Mechanical Ability	25	25	25	25	—
Teamwork/Public Relations/Community Living	15	—	15	15	—
Interpreting Maps, Diagrams, and Graphs	—	—	—	—	25
Report Writing	—	15	—	—	20
<b>Total number of items</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>

### ENTRY-LEVEL FIREFIGHTER (METRIC)

CONTENT AREAS	2102A-M	2105M*	2112A-M	2125M	2127M	2129A-M
Understanding Oral Information	20	20	20	—	20	20
Reading and Understanding Written Information	20	30	20	—	—	20
Understanding Written Instructions	—	—	—	30	20	—
Mathematical Ability	—	25	—	30	20	—
Numerical Skills	20	—	20	—	—	20
Maps, Diagrams and Mechanical Reasoning	20	25	20	—	—	20
Mechanical Aptitude	—	—	—	25	20	—
Teamwork/Public Relations/Community Living	20	—	20	15	20	20
<b>Total number of items</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>

\* Test Available in French.

## ENTRY-LEVEL FIREFIGHTER CANDIDATE PREPARATION MANUAL

The CPS HR Candidate Preparation Manual offers agencies the opportunity to familiarize their candidates with the item types contained in the CPS HR Entry-Level Firefighter tests as well as providing general test-taking suggestions.

## Fire Service (cont'd)

### PROMOTIONAL FIRE SERVICE TESTS

How do you select who should move up the promotional ladder? These tests assess specific knowledge to help you select the best fire service candidates for promotional positions. Tests are regularly reviewed by subject-matter experts for their content and by testing professionals for their soundness. Tests are based on job analytic data, and items are based on industry-standard texts. Reading lists are available prior to the test date.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

FIRE APPARATUS DRIVER/OPERATOR		
CONTENT AREAS	2222A* New	2214
Firefighting Essentials	25	20
Knowledge and Use of Equipment and Apparatus	25	30
Water Supplies and Fire Stream Practices	25	—
Hydraulic Principles and Calculations	25	—
Water Supplies	—	15
Fire Stream Practices	—	20*
Emergency Vehicle Operation	—	15
<b>Total number of items</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>

\* Section includes questions on Hydraulic Principles and Calculations

Please note: These tests contain items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

FIRE INSPECTOR	
CONTENT AREAS	2304
Hazardous Materials	25
Building Construction	25
Fire Inspection and Code and Standards Enforcement	25
Written Communications and Report Writing	25
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

Please note: This test contains items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

## Fire Service (cont'd)

### FIRE CAPTAIN

CONTENT AREAS	2355	2356* New
Firefighting Tactics and Strategy	25	30
Fire Inspection	15	20
Incident Command	15	20
Supervision and Management	30	20
Written Communication and Reports	15	10
<b>Total number of items</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>

Please note: These tests contain items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

### BATTALION CHIEF

CONTENT AREAS	2431
Analytical Ability	15
Fire Department Operations	15
Incident Command	20
Supervision of Fire Department Personnel	20
Fire Department Administration and Management	15
Written Communication and Reports	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

Please note: This test contains items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

### FIRE SERVICE SUPERVISION READINESS

This test uses 50 situational questions designed to test the supervisory skills of the candidate. Based on common fire situations and thoroughly reviewed by subject-matter experts, this test provides vital information regarding a candidate's readiness to supervise.

CONTENT AREAS	2515*
Fire Service Supervision	50
<b>Total number of items</b>	<b>50</b>
<b>Total time</b>	<b>1 hr</b>

\* This test requires agency review of keyed responses prior to administration.



## FIRE SERVICE/INCIDENT COMMAND SUPPLEMENTS

Exam supplements can be used as stand-alone modules or in conjunction with CPS HR written tests or other selection processes. The exam supplements are designed to provide further testing in specific job-related areas.

EXAM TITLE	SUPPLEMENT	ITEMS	TIME
Aerial Apparatus	2251-S*	30	35 min
Firefighting Essentials	2258-S*	30	35 min
Plan Review	2261-S*	25	30 min
Fire Investigator	2263-S	30	35 min
Fire Inspection and Code Enforcement	2264-S*	25	30 min
Uniform Fire Code	2296-S*	35	40 min
Ground Ladder Practices	2297-S*	30	30 min
EMT	2311-S*	30	30 min
Paramedic	2313-S*	30	30 min
Fire Service Report Writing	2315-S*	25	30 min
Fire Service Report Writing	2320-S*	25	30 min
Wildland Firefighting	2330-S*	25	30 min
National Incident Management System (NIMS)	2440-S*	25	30 min

\*Please note: These tests contain items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

## SPECIALIZED FIRE SERVICE ITEM SETS

Specialized item sets allow clients to create semi-stock exams that meet their testing needs. Agency subject-matter experts may review and select items and/or content areas, which are then developed into a semi-stock exam.

- EMT-Brady Emergency Medical Care – 8th Edition
- Fire and Emergency Services Instructor
- Fire Inspector/Deputy Marshal
- IFSTA Aerial Apparatus 2nd Edition
- IFSTA Company Officer 4th Edition
- IFSTA Essentials 5th Edition
- IFSTA Fire Investigator 2nd Edition
- IFSTA Pumping Apparatus 2nd Edition

**If you need a more comprehensive assessment of your candidates, consider the following:**

**Structured Interview Packages:** The Structured Interview is a job-related, oral examination process designed to elicit information about a candidate in relation to a set of pre-determined job performance dimensions or competencies. The Structured Interview attempts to gather information about a candidate's performance in previous and/or future job-related situations. Each customized Structured Interview process includes: a job analysis to identify the critical job performance dimensions or competencies to be assessed; a series of job-related interview questions; a set of behaviorally-anchored rating scales for each dimension being assessed; and appropriate rating guidelines and materials. CPS HR consultants can also assist with rater training (half- or full-day sessions available) and the administration of the interview process, if requested.

**Assessment Centers:** The Assessment Center method of identifying supervisory and managerial potential is a job-related, objectively oriented attempt to provide decision-makers with more complete information than they can ordinarily gather from written and oral examinations alone. Assessment Centers provide a means of gathering relevant information, under standardized conditions, about an individual's capabilities to perform a supervisory or management job.

Each CPS HR Assessment Center and customized assessment process includes: an in-depth job analysis to identify the critical job performance dimensions or competencies to be assessed; the design of the assessment model; the development of the assessment exercises; training of the assessor team; a classroom-style orientation for the candidate group; and facilitation of the assessment and rating processes. Individual and/or group performance feedback is also available by request. Agencies may also wish to customize the way they utilize CPS HR's assessment services by having CPS HR consultants just train their assessor team or develop one or two specific exercises designed to augment a current promotional process.

# Law Enforcement

## ENTRY-LEVEL LAW ENFORCEMENT TESTS

Law enforcement is one of the most important jobs in today's society, so it is imperative that you hire the very best. Cities, counties and states nationwide use our tests to hire law enforcement personnel. CPS HR entry-level law enforcement tests are designed for entry-level peace officer positions requiring no prior law enforcement experience. They meet reading and writing requirements for the California Peace Officer Standards and Training and for the State of Oregon Department of Public Safety Standards and Training. The report writing sections consist of English grammar, spelling, punctuation and writing skills. Test content is based on job analytic data gathered from a variety of law enforcement agencies.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

ENTRY-LEVEL LAW ENFORCEMENT OFFICER				
CONTENT AREAS	1037	1042	1047	1057
Observation and Memory	20	25	20	20
Written Communication/Report Writing	25	25	—	—
Reading and Understanding Written Information	30	25	—	—
Reasoning/Analytical Ability	25	25	—	—
Understanding Written Information	—	—	30	30
Written Communication	—	—	25	25
Analytical Ability	—	—	25	25
<b>Total number of items</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr 10 min</b>	<b>2 hr</b>

## ENTRY-LEVEL LAW ENFORCEMENT CANDIDATE PREPARATION MANUAL

The CPS HR Candidate Preparation Manual offers agencies the opportunity to familiarize their candidates with the item types contained in the CPS HR Entry-Level Law Enforcement tests as well as providing general test-taking suggestions.

## Law Enforcement (cont'd)

### POLICE TECHNICIAN/COMMUNITY SERVICES OFFICER

These tests assess the skills and knowledge necessary for you to select the best candidates for police technicians/community services officers. Tests are based on job analytic data from a variety of public agencies.

POLICE TECHNICIAN/COMMUNITY SERVICES OFFICER		
CONTENT AREAS	1514* New	1518
Name and Number Matching	—	20
Understanding Oral Information	20	15
Interpreting Diagrams and Forms	—	20
Understanding and Evaluating Tables, Charts and Graphs	20	—
Numerical Skills	—	20
Public Relations	—	25
Reading Comprehension	20	—
Written Communication/Report Writing	25	—
Map Reading	15	—
<b>Total number of items</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>1 hr 45 min</b>

“CPS HR was a pleasure to work with. They provided a fair and objective assessment of our candidates allowing us to select those candidates best suited for promotion. All the candidates that participated in the process felt that it was both job-related and impartial.”

– Avondale Police Department  
Avondale, Arizona

## Law Enforcement (cont'd)

### PROMOTIONAL LAW ENFORCEMENT TESTS

How do you select who should move up the promotional ladder? These tests assess specific knowledge to help you select the best law enforcement candidates for promotional positions. Tests are based on job analytic data, and items are based on industry-standard texts. Reading lists are available prior to the test date.

#### LAW ENFORCEMENT SERGEANT

CONTENT AREAS	1237	1237-CA	1242* New	1242-CA* New
Problem Solving, Decision Making and Planning	15	15	15	15
Supervision	25	25	25	25
Field Operations	35	35	35	35
Legal Principles	15	15	15	15
Written Communication	10	10	10	10
General Law Enforcement Principles - California	—	25	—	25
<b>Total number of items</b>	<b>100</b>	<b>125</b>	<b>100</b>	<b>125</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr 30 min</b>	<b>2 hr</b>	<b>2 hr 30 min</b>

Please note: These tests contain items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

#### LAW ENFORCEMENT LIEUTENANT

CONTENT AREAS	1325* New	1325-CA* New
Law Enforcement Supervision and Training	25	25
Management and Leadership	25	25
Investigation and Interviewing	25	25
Law Enforcement Principles	25	25
California Legal Principles	—	25
<b>Total number of items</b>	<b>100</b>	<b>125</b>
<b>Total time</b>	<b>2 hr</b>	<b>30 min</b>

Please note: These tests contain items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

## LAW ENFORCEMENT EXAM SUPPLEMENTS

Exam supplements can be used as stand-alone modules or in conjunction with CPS HR written tests or other selection processes. The exam supplements are designed to provide further testing in specific job-related areas.

EXAM TITLE	SUPPLEMENT	ITEMS	TIME
Law Enforcement Supervision	1128-S*	30	30 min
California Police Officer Legal Supplement	1139-S*	40	40 min
COPPS Supplement	1145-S	20	30 min
Law Enforcement Report Writing	1210-S*	25	30 min
Law Enforcement Report Writing	1212-S*	25	30 min
National Incident Management System (NIMS)	2440-S*	25	30 min

\* Please note: These tests contain items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

## SPECIALIZED LAW ENFORCEMENT ITEM SETS

Specialized item sets allow clients to create a semi-stock exam that meets their testing needs. Agency subject-matter experts may review and select items and/or content areas, which are then developed into a semi-stock exam.

- Animal Control Officer
- Community Policing 6th Edition
- Criminal Investigation 11th Edition
- Police Captain
- Police Sergeant (COPPS)
- Senior Law Enforcement Officer/Detective

### If you need a more comprehensive assessment of your candidates, consider the following:

**Structured Interview Packages:** The Structured Interview is a job-related, oral examination process designed to elicit information about a candidate in relation to a set of pre-determined job performance dimensions or competencies. The Structured Interview attempts to gather information about a candidate's performance in previous and/or future job-related situations. Each customized Structured Interview process includes: a job analysis to identify the critical job performance dimensions or competencies to be assessed; a series of job-related interview questions; a set of behaviorally-anchored rating scales for each dimension being assessed; and appropriate rating guidelines and materials. CPS HR consultants can also assist with rater training (half- or full-day sessions available) and the administration of the interview process, if requested.

**Assessment Centers:** The Assessment Center method of identifying supervisory and managerial potential is a job-related, objectively oriented attempt to provide decision-makers with more complete information than they can ordinarily gather from written and oral examinations alone. Assessment Centers provide a means of gathering relevant information, under standardized conditions, about an individual's capabilities to perform a supervisory or management job.

Each CPS HR Assessment Center and customized assessment process includes: an in-depth job analysis to identify the critical job performance dimensions or competencies to be assessed; the design of the assessment model; the development of the assessment exercises; training of the assessor team; a classroom-style orientation for the candidate group; and facilitation of the assessment and rating processes. Individual and/or group performance feedback is also available by request. Agencies may also wish to customize the way they utilize CPS HR's assessment services by having CPS HR consultants just train their assessor team or develop one or two specific exercises designed to augment a current promotional process.

# Law Enforcement (cont'd)

## CORRECTIONAL TESTS

These tests assess the skills and knowledge necessary for selecting the best candidates for correctional officer positions. Test content is based on job analytic data gathered from a variety of corrections agencies.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

### CORRECTIONAL OFFICER (NOT AVAILABLE IN CALIFORNIA)

CONTENT AREAS	0910A	0918A
Memory and Understanding Oral/Written Information	33	35
Reading Comprehension	32	25
Numerical Calculations	16	20
Written Communication	19	20
<b>Total number of items</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr 20 min</b>

### CORRECTIONAL SERGEANT

The CPS HR Correctional Sergeant test is designed for candidates with experience in corrections. Tests are based on job analytic data and are reviewed by subject-matter experts.

CONTENT AREAS	1090
Reading and Analyzing Information	25
Supervision and Training	25
Writing and Reviewing Reports	25
Scheduling and Record Keeping	25
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

# Dispatcher

## DISPATCHER TESTS

These tests are designed to identify candidates who possess the critical skills and abilities to be successful in the dispatching field. Test content is based on job analytical data gathered from a variety of agencies.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

DISPATCHER				
CONTENT AREAS	3420 <sup>†</sup>	3421	3427* <sup>†</sup>	3430* <sup>†</sup>
Understanding Oral Information	20	20	20	—
Vocabulary	15	20	20	20
Ability to Retain Oral Information	—	—	—	20
Ability to Perform Dispatching Work	20	20	25	40
Ability to Interpret Codes and Information	—	—	20	—
Reading and Understanding Written Information	15	15	15	—
Reading Comprehension	—	—	—	20
Analytical Ability and Map Reading	30	25	—	—
<b>Total number of items</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>	<b>2 hr</b>

\* Recommended for 911 Dispatchers

† Understanding Oral Information part of exam is available on CD. Please contact us at 1-866-867-5272 for additional information.

“As always, it has been a pleasant experience working with CPS HR, and our agency looks forward to another great year.”

– Barbara Cella, Senior HR Analyst  
City of North Las Vegas, Nevada

“Outstanding in every way!”

– Communications Director,  
Cedar Rapids Joint Communications Agency, Iowa

# Office, Clerical and Customer Service

Your agency demands tests designed to measure the essential knowledge and skills required for today's fast-paced office. Choose from entry-level basic clerical skills through our administrative assistant, or you can combine pieces of several tests to make your own customized solution.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

## BASIC SKILLS – CLERICAL

CONTENT AREAS	0410
Filing and Checking	20
Understanding Written Material	20
English Language Skills	20
Numerical Skills	20
Interpersonal and Customer Service Skills	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 38 min</b>

## ENTRY-LEVEL – CLERICAL

CONTENT AREAS	3103	3104	3105	3106
Alphabetize, File and Code Information	15	25	15	20
Editing (Spelling, Punctuation and Grammar)	35	30	35	35
Vocabulary	15	20	15	10
Reading and Understanding Written Information	20	10	20	20
Numerical Skills	15	15	15	15
<b>Total number of items</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 51 min</b>	<b>1 hr 50 min</b>	<b>1 hr 51 min</b>	<b>1 hr 53 min</b>

## ADVANCED CLERICAL

CONTENT AREAS	3217	3227
Reading Comprehension	30	30
Spelling, Punctuation and Grammar	50	50
Vocabulary	20	20
<b>Total number of items</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2 hr</b>



# Office, Clerical and Customer Service (cont'd)

## EXECUTIVE SECRETARY

CONTENT AREAS	3237
English Use	25
Correspondence Skills	25
Reports and Written Information	25
Public and Interpersonal Relations	25
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## EXECUTIVE ASSISTANT

CONTENT AREAS	3240A* New
Reading Comprehension	25
Vocabulary, Sentence Structure, Spelling and Grammar	25
Written Communication and Report Writing	20
Customer Service	15
Scheduling, Office Procedures and Supply Procurement	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## ADMINISTRATIVE ASSISTANT

CONTENT AREAS	3295
Reading and Understanding Written Information	25
English Usage	30
Correspondence and Reports	45
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## DATA ENTRY CLERK

CONTENT AREAS	3703
Name and Number Comparison	25
Numerical Filing	15
Ability to Classify Information	15
Mathematics	25
Reading Comprehension	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## Office, Clerical and Customer Service (cont'd)

### CASHIER

CONTENT AREAS	4118
Ability to Handle Money	20
Ability to Make Change	30
Bank Reconciliation	15
Financial Terms	15
Bookkeeping Methods	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 10 min</b>

### ACCOUNT CLERK

CONTENT AREAS	4326	4317A	4328
Ability to Work Rapidly with Data/Information	25	—	—
Written Communications	20	—	—
Numerical Skills	20	—	—
Understanding Written Information	20	—	—
Knowledge of Basic Accounting/Bookkeeping	15	—	—
Ability to Work Rapidly with Numbers	—	30	—
Reading Comprehension	—	10	—
Mathematics	—	30	—
Ability to Analyze Data	—	10	—
Spelling and Vocabulary	—	20	—
Filing	—	—	30
Bookkeeping and Office Methods	—	—	30
Vocabulary and Reading Comprehension	—	—	20
Ability to Work with Numbers	—	—	20
<b>Total number of items</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 45 min</b>	<b>1 hr 45 min</b>	<b>1 hr 45 min</b>

### SENIOR ACCOUNT CLERK

CONTENT AREAS	4413
Office Practices and Procedures	25
Bookkeeping Practices	25
Accounting Problems	20
Working Relationships	15
Ability to Follow Directions	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## Office, Clerical and Customer Service (cont'd)

### ENTRY LEGAL PROCESSING CLERK

CONTENT AREAS	4610A
Clerical Skills	30
Written Communication	30
Public and Interpersonal Relations	25
Problem Solving, Analysis and Mathematical Ability	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 43 min</b>

### JOURNEY LEGAL PROCESSING CLERK

CONTENT AREAS	4611A
Clerical Skills	30
Written Communication	30
Public and Interpersonal Relations	25
Problem Solving, Analysis and Mathematical Ability	20
Legal Procedures and Terms	15
Technical Expert/Resource	10
<b>Total number of items</b>	<b>130</b>
<b>Total time</b>	<b>2 hr 18 min</b>

### COURTROOM CLERK

CONTENT AREAS	4612
Clerical Skills	15
Written Communication	20
Problem Solving, Analysis and Mathematical Ability	20
Public and Interpersonal Relations	15
Legal Procedures and Terms	20
Technical Expert/Resource	10
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

### OFFICE, CLERICAL AND CUSTOMER SERVICE EXAM SUPPLEMENTS

Exam supplements can be used as stand-alone modules or in conjunction with CPS HR written tests or other selection processes. The exam supplements are designed to provide further testing in specific job-related areas.

EXAM TITLE	TEST	ITEMS	TIME
Customer Service Supplement	0109-S	30	30 min
Basic Computer Skills	0251-S	25	30 min
Legal Terms and Courtroom Procedures	3298-S	30	35 min
Proofreading Problems	3826-S	20	30 min
Accounting Problems	3834-S	20	30 min
Payroll	3879A-S	25	30 min

# Professional and Paraprofessional Service

Today's employees require critical decision-making skills and a high level of expertise. The following tests will help identify candidates who are precision-oriented and skilled in areas of analytics, interpersonal communication and statistics.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

## HUMAN RESOURCES TECHNICIAN

CONTENT AREAS	1912A
Written Communication	20
Analytical Ability	20
Ability to Maintain Accurate Records	20
Math and Statistics Knowledge	20
Interpersonal Skills	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## ENTRY-LEVEL ANALYST

CONTENT AREAS	1910A
Analytical Reasoning/Problem Solving	30
Math and Statistics	20
Written Communication	30
Interpersonal Skills	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr 30 min</b>

## ACCOUNTANT

CONTENT AREAS	4411
Accounting Principles and Practices	20
Financial Analysis and Practices	15
Auditing Principles and Practices	15
Mathematical Ability	15
Analytical Ability	20
Written Communication	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

### PROFESSIONAL AND PARAPROFESSIONAL SPECIALIZED ITEM SETS

Specialized item sets allow clients to create a semi-stock exam that meets their testing needs. Agency subject-matter experts may review and select items and/or content areas, which are then developed into a semi-stock exam.

- Accountant
- Appraiser
- Engineering Aide
- Engineering Aide/Electrical
- Junior/Civil Engineer
- Library Technician
- Recreation Coordinator/Supervisor

“I appreciate your company, employees and the great customer service I receive.”

– Tracy Sloan, HR Analyst  
City of Lynnwood, Washington

“I am very pleased with the turnaround time regarding the test scoring process. Thank you for your excellent work!”

– Management Analyst,  
San Mateo County HR Department, California

# Professional and Paraprofessional Service (cont'd)

## SOCIAL SERVICES

### ELIGIBILITY WORKER

CONTENT AREAS	5138	5105* New
Reading and Understanding Written Information	25	25
Written Communication	25	15
Benefit Calculations	25	30
Effective Interviewing/Interpersonal Communications	25	15
Vocabulary	—	15
<b>Total number of items</b>	<b>100</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>	<b>2hr</b>

### CHILD SUPPORT SPECIALIST

CONTENT AREAS	5211
Understanding Written Material	25
English Usage	25
Numerical Skills	25
Interpersonal Communications and Interviewing	25
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

### SOCIAL WORKER

CONTENT AREAS	5312
Analytical Ability	25
Interviewing Principles	20
Written Communication	25
Interpersonal Skills	30
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

“On behalf of the City of Las Cruces:  
thank you, CPS HR, for all your assistance.”

– Flo S. Pierce, HR Analyst  
City of Las Cruces, New Mexico

# Professional and Paraprofessional Service (cont'd)

## SUPERVISION

SUPERVISOR	
CONTENT AREAS	0126
Staff Development	20
Evaluating Employee Performance	20
Managing Change within an Organization	15
Conflict Resolution	15
Communication	15
Budgeting and Resource Allocation	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

Please note: This test contains items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

## SUPERVISORY PRACTICES ASSESSMENT

This test uses scenarios commonly found in the workplace to test a candidate's ability to respond properly to situations. The test presents 50 scenarios and asks the candidate to choose the best and worst responses in each situation.

CONTENT AREAS	0199* †
Supervisory Practices	100
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 15 min</b>

\* This test uses scenarios commonly found in the workplace to test a candidate's ability to respond properly to a situation. The test presents 50 scenarios and asks the candidate to choose the best and worst responses in each situation.

† This test requires agency review of keyed responses prior to administration.

## SUPERVISION EXAM SUPPLEMENTS

Exam supplements can be used as stand-alone modules or in conjunction with CPS HR written tests or other selection processes. The exam supplements are designed to provide further testing in specific job-related areas.

EXAM TITLE	TEST	ITEMS	TIME
Supervisory Practices	0197-S	30	30 min

# Service and Maintenance

These tests measure the basic abilities required for service and maintenance jobs. When you hire service and maintenance personnel, you want people who will do the job right. Our tests will help you find the best-qualified candidates.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

## BASIC SKILLS – GENERAL

CONTENT AREAS	0302
Reading and Understanding Written Information	20
English Language Skills	20
Numerical Skills	20
Mechanical Ability	20
Interpersonal Skills	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

## STOCK AND DELIVERY WORKER

CONTENT AREAS	3319
Number-checking Ability	20
Understanding Oral Information	15
Map-reading Ability	15
Ability to Control Inventory	15
Knowledge of Stock Work Procedures	15
Knowledge of Delivery and Driving Procedures	20
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>1 hr 45 min</b>



## Service and Maintenance (cont'd)

### COOK

CONTENT AREAS	5418
Quantity Food Service Methods and Equipment	60
Ability to Follow Directions	25
Working with Others	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

### FOOD SERVICES WORKER

CONTENT AREAS	5426A
Quantity Food Service Methods and Equipment	50
Ability to Follow Directions	25
Working with Others	15
<b>Total number of items</b>	<b>90</b>
<b>Total time</b>	<b>1 hr 50 min</b>

### UTILITY WORKER – LABORER

CONTENT AREAS	6127A
Understanding Oral Information	15
Reading and Understanding Written Information	25
Knowledge of Tools and Equipment	20
Safe Work Practices	15
<b>Total number of items</b>	<b>75</b>
<b>Total time</b>	<b>1 hr 30 min</b>

## Service and Maintenance (cont'd)

### MAINTENANCE WORKER

CONTENT AREAS	6526	6523	6523-SP**
Reading and Applying General Information	15	15	15
Tools and Equipment	25	25	25
Math	20	20	20
Safe Work Practices	15	15	15
<b>Total number of items</b>	<b>75</b>	<b>75</b>	<b>75</b>
<b>Total time</b>	<b>1 hr 30 min</b>	<b>1 hr 30 min</b>	<b>1 hr 30 min</b>

\*\*Spanish Version of 6523

### GROUNDS MAINTENANCE WORKER

CONTENT AREAS	6899* New
Knowledge and Care of Plants, Shrubs and Trees	15
Lawn Propagation and Maintenance	20
Knowledge of Tools, Equipment and General Construction	25
Safe Work Practices	30
Mathematical Ability and Critical Thinking	10
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

### SERVICE AND MAINTENANCE SPECIALIZED ITEM SETS

Specialized item sets allow clients to create a semi-stock exam that meets their testing needs. Agency subject-matter experts may review and select items and/or content areas, which are then developed into a semi-stock exam.

- Custodian/Senior Custodian
- Meter Reader
- Park and Landscape Supervisor
- Public Works Maintenance Technician I/II
- Senior/Lead Landscape Technician

# Skilled Trades

These tests measure the breadth of knowledge required in a variety of trades in the public sector. Our skilled-trades tests tell you if a candidate has the knowledge and ability to do the job right.

*If the stock exams and supplements listed below do not meet your testing needs, consider creating an exam specific to your agency. Semi-stock exams can be created by selecting content from any of our stock exams or by selecting items from our specialized item sets. Still can't find the right test? CPS HR will develop a customized exam based on your unique needs and source materials. Please give us a call for details.*

## ELECTRICIAN

CONTENT AREAS	7212* New
Electrical Principles and Practices	20
Electrical Tools, Equipment and Materials	25
Electrical Codes	25
Occupational Safety	15
Ability to Read Electrical Plans and Diagrams	15
<b>Total number of items</b>	<b>100</b>
<b>Total time</b>	<b>2 hr</b>

Please note: This test contains items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

## ENTRY-LEVEL AUTOMOTIVE MECHANIC

CONTENT AREAS	7417* New
Engine Powertrain Systems	35
Heating and Cooling Systems	10
Electrical Systems	20
Fuel Delivery Systems	10
Wheels, Brakes, Steering and Suspension Systems	15
Tools and Equipment	15
Safe Work Practices	10
<b>Total number of items</b>	<b>115</b>
<b>Total time</b>	<b>2 hr 15 min</b>

Please note: This test contains items that are sourced to specific texts. To obtain a copy of the reference list, call 1-866-867-5272.

### SKILLED TRADES SPECIALIZED ITEM SETS

Specialized item sets allow clients to create a semi-stock exam that meets their testing needs. Agency subject-matter experts may review and select items and/or content areas, which are then developed into a semi-stock exam.

- Automotive Mechanic
- Building Trades Mechanic
- Senior Building Inspector
- Traffic Signal/Street Technician
- Water/Wastewater Treatment Operator

“Very professional staff, courteous and accommodating.  
The level of commitment to service was excellent.  
We would definitely use CPS HR again.”

– Georgette Kreinberg  
City of Citrus Heights, California

“Thanks for the quality service!”

– Diane Crosley-Mayers, Personnel Analyst II  
City of Vallejo, California

# Spanish Language Proficiency Program

Now, more than ever, public agencies need the ability to serve the Spanish-speaking population. In some cases, bilingual services may be mandated. In others, it allows an agency to more effectively serve its community. CPS HR exams provide a comprehensive assessment of the Spanish language communication skills of your current and potential employees.

We developed our Spanish language proficiency exams with certified language experts and Spanish language educators. The resulting exams provide a comprehensive assessment of Spanish language proficiency — vocabulary, grammar, syntax, listening and comprehension, pronunciation, fluency, inflection and the skill to interpret dialogue in realistic workplace scenarios.

## AVAILABLE PROFICIENCY EXAMS

WRITTEN EXAMS	DESIGNED FOR POSITIONS SUCH AS:
Basic Aptitude Bilingual Written Exam Spanish/English (B610A)	Counter person, reception, customer service personnel
General Aptitude Bilingual Written Exam Spanish/English (B620A)	Counter person, reception, customer service personnel
Social Services Bilingual Written Exam Spanish/English (B630A)	Social services personnel, e.g., eligibility workers, social workers
Law Enforcement Bilingual Written Exam Spanish/English (B640A)	Law enforcement positions, e.g., investigators, D.A. personnel
ORAL EXAMS	DESIGNED FOR POSITIONS SUCH AS:
Spanish Language Oral Proficiency Exam Level I (B615A)	All positions
Spanish Language Oral Proficiency Exam Level II (B625A)	All positions
Oral Social Services Exam Spanish/English (B635A)	Social services personnel, e.g., eligibility workers, social workers
Oral Law Enforcement Exam Spanish/English (B645A)	Law enforcement positions, e.g., investigators, D.A. personnel

## SPANISH TEST RENTAL RATES

	WRITTEN TEST	ORAL TEST
<b>Base Fee</b>	\$295.00	\$295.00
Per Booklet Fee**	\$9.00	N/A
Per Tape Scoring Fee***	N/A	\$120.00
Expedited Shipping	20%	20%*

\*Orders placed less than two weeks prior to the exam date will incur expedited shipping charges.

\*\*Per booklet fee will be charged for number of books ordered.

\*\*\*Billed for the number rated.

## ONLINE TESTING

# Skills Tests

Innovative skills-based assessments give you the insight you need to hire, develop and promote the people who can make a difference in your organization.

These assessments can help you increase retention, improve productivity and overall job satisfaction while avoiding costly hiring mistakes.

### SOLUTION BENEFITS

- Measure essential knowledge and skills for jobs in a wide variety of industries
- Assess behavioral tendencies for improved job and organizational fit
- More accurately predict job fit using realistic simulations of popular software applications and typical job scenarios
- Develop a more complete picture of the candidate using a combination of skills, cognitive and behavioral testing
- No waiting for test materials or score results as the assessments are available to you online 24 hours a day 7 days a week

### SOFTWARE SKILLS

Access 2003, 2007, 2010 or 2013	Excel 2003, 2007, 2010 or 2013	Word 2003, 2007, 2010 or 2013
Expert	Expert	Expert
Advanced	Advanced	Advanced
Intermediate	Intermediate	Intermediate
Beginner	Beginner	Beginner
Standard*	Standard*	Standard*
	2010 Excel Simulation**	2010 Word Simulation**

PowerPoint 2003, 2007, 2010 or 2013	Outlook 2003, 2007, 2010 or 2013	Windows
Expert	Expert	Windows 8
Advanced	Advanced	Windows 7
Intermediate	Intermediate	Windows Vista
Beginner	Beginner	
Standard*	Standard*	
2010 PowerPoint Simulation**	2010 Outlook Simulation**	

\*Standard exam contains items from Advanced, Intermediate and Beginner

\*\* Simulation exam contains items from Expert, Advanced, Intermediate and Beginner

### Other Exams

Basic Computer Knowledge for Windows	SharePoint 2007	Regular Typing Skills
Excel Functions	Email Etiquette	Internet Explorer 8 or 10
Publisher 2007 or 2010	Web Search Skills	

**CLERICAL AND OFFICE SKILLS**

Attention to Detail	Following Directions	Proofreading
Basic Math	Front Desk Skills	Punctuation
Basic Spelling & Grammar	Guide and Tour Operator Skills	Reading Comprehension
Business Communication	Logical Thinking	Advanced Spelling & Grammar
Call Center	Money Handling	Spelling and Vocabulary
Call Center Simulation	Numerical Proofreading	Time Management
Customer Service	Numerical Reasoning	Verbal Reasoning
Data Checking	Office Filing	Vocabulary & Usage

**ACCOUNTING AND FINANCE**

Accounting and Bookkeeping Principles	Debt Collection	Financial Accounting
Financial Analysis		

**INDUSTRIAL SKILLS**

Basic Electronics	Environmental, Health and Safety	Mechanical Engineering Skills
Basic Industrial Math	Forklift Skills	Warehouse Pick and Pack Skills
Civil Engineering Skills	HVAC Skills	Warehousing Skills
Electrical Engineering Skills	Mechanical Aptitude	Workplace Safety

**STAFFING AND HR SERVICES SKILLS**

HIPAA - Health Insurance Coverage	HIPAA - Privacy and Security Standards	Human Resources
Labor and Employment Law - California		

**MISCELLANEOUS**

First Aid	Spanish Language	Medical Billing
Food and Beverage Serving Skills	Technical Writing Skills	Medical Coding
Project Management	Training Skills	Medical Terminology
		Medical Transcription

**IT/SOFTWARE**

*\*Please contact us for a complete list*

**CPS HR ONLINE SKILLS TEST PRICING SCHEDULE**

	Single-Subject Test	Two-Subject Test	Each Additional Subject
1 - 25 Candidates (per candidate)	\$20.00	\$30.00	\$6.00
26 - 100 Candidates (per candidate)	\$18.00	\$27.00	\$6.00
101 - 250 Candidates (per candidate)	\$17.00	\$25.50	\$6.00
251 - 1,000 Candidates (per candidate)	\$15.00	\$22.50	\$6.00
1,001+ Candidates (per candidate)	\$12.00	\$18.00	\$6.00

## Personality Tests

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*Every job requires that workers possess certain competencies (i.e., demonstrated knowledge, skills, abilities or other characteristics) in order to effectively and efficiently carry out the tasks of that job. Some competencies are difficult to assess using traditional multiple-choice cognitive ability/job knowledge tests and can be more accurately measured with a well-researched and validated personality assessment.*

*CPS HR Consulting has partnered with Hogan Assessment Systems to offer three personality assessments that help public and non-profit agencies select and develop high-performing employees.*

### **HOGAN PERSONALITY INVENTORY (HPI)**

The HPI measures normal personality based on the five-factor model. Each candidate is scored on seven scales (Adjustment, Ambition, Sociability, Interpersonal Sensitivity, Prudence, Inquisitive and Learning Approach) to provide detailed information on what is commonly referred to as the “bright side” of personality. The bright side involves characteristics that facilitate or inhibit a person’s ability to get along with others and to achieve his/her occupational goals. Because the HPI is a measure of normal personality, it provides information about how a person acts in most situations (i.e., how most people would describe this person if asked). It consists of 206 true or false statements and takes about 15 minutes to complete.

### **HOGAN DEVELOPMENT SURVEY (HDS)**

The HDS assesses eleven performance risks (Excitable, Skeptical, Cautious, Reserved, Leisurely, Bold, Mischievous, Colorful, Imaginative, Diligent and Dutiful) that interfere with a person’s ability to build relationships with others and create cohesive, goal-oriented teams. While the HPI measures things typically seen in a person’s day-to-day behavior, the HDS measures things that are typically seen when a person is in a situation of high stress or change, multi-tasking, task saturation or accomplishment, poor person-job fit, or when a person feels comfortable enough with the people he/she works with that he/she is no longer managing his/her public image. It consists of 168 true or false statements and takes about 15 minutes to complete.

### **MOTIVES, VALUES, AND PREFERENCES INVENTORY (MVPI)**

The MVPI provides insight regarding a person’s core values, goals and interests on ten scales (Aesthetics, Affiliation, Altruistic, Commerce, Hedonism, Power, Recognition, Science, Security and Tradition.) This information allows for an evaluation of the fit between an individual and an organization’s culture, which helps ensure that new hires’ values align with those of the organization. People prefer to work with others who share their values, dislike those who do not, and are happiest working in environments that are consistent with their values. The MVPI consists of 200 statements to which a candidate may select “agree,” “uncertain” or “disagree” and takes about 15 minutes to complete.



**REPORT OPTIONS****Advantage** (\$15 per report)

This report uses 71 of the 206 statements from the HPI to provide a candidate score on three scales (Dependability, Composure and Customer Focus). The report provides an overall general employability score along with potential interview questions. This report is most appropriate for high volume selection into entry level jobs.

**Express** (\$50 per report)

This report uses the HPI and provides a hiring recommendation based on the assessment results that will identify each candidate as high, moderate or low fit for the job opening. Additionally, the report identifies the candidate's strengths, areas of concern and interview style.

**Fit** (\$30-\$75 per report)

This report compares a candidate's scores on the HPI, HDS, and/or MVPI to research-based and validated cutoff scores in order to present a selection recommendation. The cost of this report depends on how many assessments you add – \$30 for one assessment, \$55 for two and \$75 for all three.

**Potential** (\$150 per report)

This report is generated from the HPI and explores day-to-day leadership style under normal conditions. This report includes an introduction, background, and scale by scale description as well as a full page graph. In addition, there are graphs provided for each scale with narrative descriptions of behavioral implications and leadership implications, as well as a competency analysis.

**Challenge** (\$150 per report)

This report is generated from the HDS and explores behaviors that can inhibit leadership effectiveness in times of stress, novel or ambiguous situations, or heavy workloads. This report includes an introduction, background and scale-by-scale description as well as a full page graph. In addition, there are graphs provided for each scale with narrative descriptions of behavioral implications and leadership implications, as well as a competency analysis.

**Values** (\$150 per report)

This report is generated from the MVPI and explores the motives, values, and goals that identify the best working environment for an individual. The Values Report predicts individual fit with a career, team and organization. This report includes an introduction, background and scale-by-scale description as well as a full-page graph. In addition, there are graphs provided for each scale with narrative descriptions of behavioral implications, leadership implications, and environment fit.

**Leadership Forecast** (\$400 per report)

This report includes the Potential, Challenge and Values Reports to evaluate leadership on four dimensions: Competencies, Derailers, Values, and Development

**Coaching** (Free with order of Leadership Forecast Report)

This report is designed to serve as a guide through the development planning process. The report will help bring together the results from the Leadership Forecast Report (Potential, Challenge and Values), any other assessment data you may have, and integrate those results into a comprehensive development plan.

*\*Additional reports are available. The listing above includes pricing and descriptions of the most commonly requested reports.*

*Contact a CPS HR consultant if you would like to discuss additional report options and how to best implement the Hogan inventories in your organization.*

# Ordering Information

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**Ordering a CPS HR test is easy!** Whether you choose to order online, via phone or by fax, our Test Rental team is ready to help.

## TEST SECURITY

CPS HR sets the highest security standards in order to protect the interests of clients and job applicants. As a test user, you must keep test materials secure at all times. To safeguard the integrity of our tests, you may not allow candidates to inspect any standardized test materials. Duplication of testing materials is strictly prohibited.

## TEST RENTAL SECURITY AGREEMENT

In order to review or order test material, every client must have a current, signed Test Rental Agreement on file. To receive a Test Rental Agreement, please call us at **1-866-867-5272** or e-mail **testrental@cpshr.us**.

## REVIEW COPIES

All tests are available for review at no charge upon completion of a Test Rental Agreement. To ensure each test accurately covers the requirements of the job in each agency, clients are strongly encouraged to review the test prior to ordering.

## TEST SCORING

We provide scoring and a detailed score report at no additional charge. While agencies can do their own scoring, CPS HR scoring allows for the pooling of test results for cumulative item analysis and norms.

## SHIPPING

CPS HR uses Federal Express® for all shipping and returning of test materials. To avoid additional shipping charges, please place your order ten business days prior to your test date.

## CANCELLATION

CPS HR will charge a \$300 cancellation fee for all cancelled stock exam orders. For exams other than stock, clients will be billed for work completed with a minimum charge of \$300.

## PAYMENT

Test orders are payable upon receipt of invoice by check or credit card. Please contact a CPS HR Test Rental team member for more information on payment by credit card.

## TEST ORDERING POLICY

Orders must be placed and candidate counts provided at least ten business days prior to the test date to avoid additional expedited shipping charges. For orders needing delivery in less than the required time period, please refer to the CPS HR Test Services Rates chart for additional costs.

# CPS HR Test Services Rates

## CPS HR TEST RENTAL RATES

	STOCK ITEMS*	COMPETENCY TESTS	SEMI-STOCK TESTS	CUSTOM TESTS	AGENCY TESTS
Base Fees (Per Order) †	\$295.00	\$395.00	\$595.00	\$995.00	\$350.00
1 - 100 Candidates (per candidate)	\$9.00	\$12.00	\$14.00	\$15.00	\$10.00
101 - 500 Candidates (per candidate)	\$8.50	\$11.00	\$13.00	\$14.00	\$9.50
501+ Candidates (per candidate)	\$8.00	\$10.00	\$12.00	\$13.00	\$9.00
New Item Writing/Entry	N/A	N/A	N/A	\$35.00 Per Item	N/A
Pick-up/Handling	5%	5%	5%	5%	5%
Standard Shipping/Handling**	10%	10%	10%	10%	10%
Expedited Shipping/Handling**	15%	15%	15%	15%	15%
Premium Shipping/Handling**	20%	20%	20%	20%	20%
Shipping Outside Contiguous	CALL FOR DETAILS				

### Entry Law/Fire Candidate Preparation Manuals

### Structured Interview Packages

#### Quantity Per Booklet:

10 – 1000

1001+

#### Candidate Fee:

\$ 3.00

Call for volume discount details

#### Base Fee:

\$595.00

#### Per Candidate Fee:

1-500

\$ 7.50

\*Stock tests are prepackaged in packages of ten. CPS HR will apply a credit of \$35.00 for each fully paid UNOPENED package of test booklets on the current **Stock test order**.

\*\*Standard shipping applies to orders placed at least 10 business days prior to test date. Expedited shipping applies to orders placed less than 10 business days prior to test date. Orders placed less than 3 business days prior to the test date will be charged at the premium shipping rate.

† Base fee includes the following at no additional charge: Proctor's Manual, Scoring Manual, CPS HR Scoring, CPS HR answer sheets and a scoring report.

## SPECIAL SERVICES

Stock Supplements	\$ 2.00 per book when ordered with a Stock test
Writing Proficiency Exam	\$ 350.00 Base Fee + \$ 15.00 per candidate (Professional Scoring included)
Re-scoring/Hand-scoring of Answer Sheet	\$ 30.00 (Requested directly by Agency)
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## Contact Us

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*Orders and requests are taken via phone, fax, Internet, email or mail. When ordering a stock exam, please be sure to include the stock test number. Our office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. PST.*

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## **OUR VISION**

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Transform human resource management  
in the public sector.

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Customer Focus

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