

Sergeant Written Job Knowledge (Qualifying) Examination Orientation and Preparation Guide

THE PUBLIC SAFETY SELECTION SPECIALISTS™



City of Chicago Police Department

Contents

| | |
|---|----------------|
| Welcome! | 3 |
| Introduction | 4 |
| Who We Are | 4 |
| Our Approach | 4 |
| Contents of This Guide | 5 |
| How the Process Works | 6 |
| General Study Guidelines | 8 |
| Importance of Reading the Study Material | 8 |
| Note Taking or Other Documentation Techniques | 9 |
| Study with a partner/group | 9 |
| Answer practice questions | 10 |
| Study the material | 10 |
| Keeping Organized | 11 |
| Scheduling | 11 |
| Individual Study | 12 |
| Developing a Basic Study Plan | 12 |
| Goal Setting | 13 |
| SQ3R Study Method | 13 |
| Memorization | 14 |
| One-On-One Studying | 14 |
| Study Techniques | 14 |
| Things to Keep In Mind | 15 |
| Group Study | 15 |
| The Job-Knowledge Examination | 17 |
| Format of the Job-Knowledge Examination | 18 |
| Exam Source Materials | 19 |
| Preparing for Test Day | 31 |
| Preparation for the exam | 31 |
| Your physical well-being | 31 |
| Arrive early | 31 |
| Confidence | 31 |
| Attitude | 31 |
| Controlling Anxiety | 32 |
| General Test-taking Strategies | 32 |
| Using the Test Answer Sheet | 34 |
| Helpful Hints about the Exam | 35 |
| Basic Rules Governing the Testing Process | 36 |
| List of Essential Job Tasks for Sergeant | Appendix A |
| List of Critical Knowledge Areas for Sergeant | Appendix B |
| Practice Questions for the Job-Knowledge Examination | Appendix C |
| Examination Plan for the Sergeant Job-Knowledge Examination | Appendix D |

Welcome!

Welcome to the 2013 Sergeant Written Job Knowledge Examination Orientation and Preparation Guide for the City of Chicago Police Department.

The purpose of this guide is to help prepare you for the job-knowledge based written examination (qualifying examination). This guide will be an excellent resource for your preparation for the upcoming examination. We highly recommend you follow the guidelines and use the preparation tips.

The goal of the testing process is to select individuals who are highly qualified to perform the duties and meet the responsibilities of sergeants in the Patrol Bureau of the Chicago Police Department. As this is the first testing process in approximately seven years, the competition for these positions will be strong.

This Orientation and Preparation Guide provides tips and suggestions for preparing for the testing process. We hope that you find this document helpful in your preparation. That said, there is no substitute for hard work and reading as you prepare for this testing process.

Please note that this guide was created to assist you in preparing for the written examination. This document does not “define” the specificities of the written examination from a contractual perspective.

Good Luck!

Introduction

Who We Are

I/O Solutions has been retained to develop the Sergeant promotional process for the City of Chicago Police Department. I/O Solutions is a public safety consulting firm located in the suburban Chicago area. The firm works exclusively with public safety clients (police, fire, sheriff's departments, correctional facilities, etc.) to develop, validate and implement promotional and entry-level selection processes. We have conducted entry-level or promotional testing for the following agencies: Houston Police Department, San Diego Police Department, Denver Police Department, San Jose Fire Department, Miami Police Department, St. Louis Police Department, Minneapolis Police Department, Virginia Beach Police Department, Washington D.C Metro Police and D.C. Fire and EMS, Austin Police and Fire Department, San Antonio Police & Fire, Indianapolis Metro Police and Indianapolis Fire, Dallas Police Department, Cook County Sheriff's Office, Chicago Fire Department and Chicago OEMC, Milwaukee Fire Department, Omaha, NE Police and Fire Department, Tulsa Police Department, Baltimore Police, Atlanta Police, Massachusetts State Police Department, New York State Police Department and the Jacksonville County Police Department.

I/O Solutions has several goals in developing a written promotional examination for the City of Chicago. First and foremost, the selection procedures must be valid, fair and legally defensible. A valid examination is **relevant** to the department and position in question, measures the critical knowledge, skills and abilities necessary for promotion, and aids the department in selecting highly qualified individuals for promotion. Also, the process should conform to appropriate legal guidelines regarding the selection and testing of candidates. In addition, the process should treat all candidates with dignity and respect, and rules should be fairly and equitably applied.

We wish for each candidate in the promotional process to have a fair and equal opportunity to demonstrate his or her capabilities. While you will likely seek out other opportunities to prepare for this testing process, we wish for this information to provide a starting point and foundation in your preparation efforts.

Our Approach

I/O Solutions is a new vendor for the city of Chicago Police Department. That said, we have developed well over 1000 custom public safety promotional processes in the last 16 years of operations. We develop promotional processes for some of the largest police agencies in the U.S. While each process differs based on the needs of our particular client, there are elements of our specific approach in nearly every single process we develop and implement, and thus there are aspects of this process that will differ from previous processes. When relevant, our approach will be specified within this guide.

Contents of This Guide

This *Orientation and Preparation Guide* has been prepared to introduce you to the written job knowledge examination for the City of Chicago Police Department. The first thing you can do to prepare for the examination is to read this study guide. This guide will familiarize you with the testing process and provide you with general information about subsequent selection hurdles. Following are the sections that this guide will cover:

- Components of the promotional process
- Essential duties and knowledge areas for the job
- Information on the format and structure of the exam
- Advice on the importance of reading specified study materials
- Advice on how to study for the qualifying examination
- The development of a study plan
- General preparation guidelines
- Rules for the test
- Test-taking principles
- Use of the answer sheet
- Helpful hints about the test
- A list of source materials
- A Preliminary Examination Plan

How the Process Works

Please note—this section is included to assist in your understanding of the process. The specific components may change and the timeframes may change to some degree. This document is prepared by I/O Solutions, not by the City of Chicago.

I/O Solutions is working with CPD Subject Matter Experts (SMEs, herein) to develop testing components for the rank of Sergeant in the City of Chicago Police Department. The promotional process will consist of a job-knowledge based written qualifying examination and a written assessment. At the time of the informal examination announcement, this Orientation and Preparation Guide (with the included reading list) will be made available to candidates to aid in preparing for the qualifying examination. It is highly recommended that you begin your preparation (if you have not already done so) once you receive this information.

Later, the promotional process will be formally posted by DHR. Applications will be accepted for some period of time as designated in your announcement—your internal examination announcement will have specific and official information in regard to this qualifying examination and the overall testing process. Applications will be reviewed and if you qualify for the examination, you may be sent a notice that contains more information (including the test date, location, etc.). The written job-knowledge based qualifying examination will be developed by I/O Solutions in conjunction with SMEs selected by CPD. This examination may be administered by another firm at a later date. Currently, the examination is being planned for the fall of 2013.

The test will be administered by the city's selected vendor and I/O Solutions will be responsible for scoring of the qualifying examination. Examinations are officially scored at I/O Solutions Chicago-area office and rescored as necessary based on the result of any internal appeals process. A passing score will be established on this qualifying examination. While the city's announcement will contain definitive information on the structure of this promotional process, it should be noted that the job knowledge based written qualifying examination has typically been a pass/fail hurdle. Those not achieving the cut score (set at the threshold required for minimum competence) will not be eligible to compete in the final stage of the testing process. Final examination results are released to the city of Chicago DHR and the administration vendor for distribution to candidates.

After the job-knowledge based written qualifying examination has been administered (typically 5-10 weeks), an assessment will be held. Based on the sheer number of candidates (this will be one of the largest public safety promotional process in the U.S.), a written assessment will be conducted.

The exact components of the written assessment are still being determined at this time. That said, a typical written assessment contains situational judgment style items, in-basket items and open-ended questions that require a written response. The response formats will include multiple choice, fill-in-the-blank responses, and short written

narrative responses. The assessment intends to measure the application of knowledge, and the skills and abilities necessary for performance in the rank in question. A separate orientation and study guide will be published that addresses the written assessment component. Typically, this is made available at the time of the written examination administration. That said, your work in preparing for the written qualifying examination will go a long way toward preparing you for the written assessment as well!

The written assessment score is then used to create the final promotional list. Individuals may be eligible for promotion via their results on the written assessment or via the Merit Selection Process. Final assessment results are released to the City of Chicago DHR and the administration vendor for posting to the appropriate individuals and parties.

I/O Solutions is currently working with a large and representative sample of Chicago Police Department subject matter experts (SMEs) to develop the content for the qualifying examination and written assessment. I/O Solutions has worked with the group to review and finalize the job analysis results for the rank of Sergeant. In addition, we met to identify the relevant and appropriate reading materials for this promotional process based on the job analysis results obtained. An examination plan and set of examination specifications identified the source materials needed to measure the important knowledge areas and dictated the specific sections of the source material to be included for study. The examination plan also will focus the item writing efforts by detailing the number of questions that would be included for each knowledge area and examination source.

At this point, I/O Solutions technical writing staff is creating the examination content based on a set of specifications created for the written examination. The SMEs will be meeting in the subsequent months to review this written examination content to ensure it is relevant and appropriate for CPD and to assist in creating the assessment content.

Later, our team will lead efforts to develop the written assessment process while using the SMEs extensive knowledge and experience to ensure that the testing content is highly relevant to the rank of sergeant. Using job analysis information and the expertise of the SMEs, the assessment content will be determined. The content will be developed and refined by I/O Solutions staff via collaborative discussions with the SMEs. The SMEs will then develop the detailed rating criteria by which candidates responses would be compared against to ensure that candidates are tested on items of relevance to the agency and rated against criteria specific to the CPD. The written assessment is highly structured to ensure it is measuring critical knowledge, skills and abilities in an accurate and reliable manner.

As a final step, the SMEs will review and finalize all testing content for the position in question. A content validation workshop will be held where the SMEs evaluate the relevance and job-relatedness of the specific test questions and assessment scenarios. The promotional process will be developed through a content-validation methodology

and rely on the input of CPD SMEs to ensure the job-relatedness of the test content and thus the legal defensibility of this process.

The job-knowledge based written qualifying examination and assessment are tailored specifically for the Sergeant position as constituted in the Bureau of Patrol within the City of Chicago Police Department. As nearly every newly promoted sergeant will first serve as a sergeant in the Patrol Bureau, this classification is considered foundational and the basis of much of the testing process (i.e., written examination and written assessment). Through the process of a job analysis, I/O Solutions identified the essential duties performed for the Sergeant position, as well as the critical knowledge, skills and abilities (KSAs) that are required to perform these duties. A list of the essential tasks and critical KSAs are provided in Appendix A and B. Please take a moment to familiarize yourself with the Sergeant position and what the essential parts of that job are. Please note that the duties of the District Station Supervisor (DSS) are also part of the sergeant's responsibility as the sergeant may serve as the DSS at any time after promotion. Several job tasks associated with this responsibility are included in the final job analysis information.

General Study Guidelines

As alluded to previously, it will be absolutely necessary to thoroughly read and review all examination source materials and study for the examination to increase your chances of performing well. There are many proven methods of study that can enhance your performance when applied appropriately. It should be noted that different methods work better for certain individuals. The following provides a few brief suggestions on methods of preparation for the exam.

Importance of Reading the Study Material

It is critical for candidates to read all of the study material thoroughly. One goal in the test development process is to identify the relevant job knowledge someone needs upon promotion. Therefore, this study material was chosen by subject matter experts within your department to target important job-knowledge areas associated with successful performance. Subsequently, I/O Solutions develops all job-knowledge based written examination questions directly from the identified source material. Thus, becoming familiar with the source material can significantly improve your exam score. The content for the qualifying examination is taken directly from the source material and thus your preparation for this examination will be vital.

Many candidates simply fail to read (or study) the examination material and conduct little or no preparation for the written examination. I/O Solutions has conducted extensive research on the relationship between candidate study habits and test performance. The single greatest factor impacting candidate performance is examination preparation. In particular, simply reading the sources has a substantial impact on test performance. In our research, candidates who simply read the

examination sources pass the examination (when a cut score is utilized) at a rate of 80%. In contrast, those candidates who fail to read the source material pass at a rate of 30%. Simply reading the examination material can put you in a position to be promoted depending on the specifics of your promotional process!

Note Taking or Other Documentation Techniques

Many individuals find it helpful to take notes on the important material during the course of their reading. With this method, you can put the author's ideas into your own words, which will be easier for you to recall at a later date. Another similar study method involves making "flashcards" on 3" x 5" note cards. The goal of either method is to condense the amount of reading material to the most important and relevant aspects of the source. Also, your goal should be to make this material understandable in your own words. For example, read a section of policy/orders (e.g.) and take some time to decipher the meaning of the code. Then, in your own words, explain the nature and meaning of the policy/order in your notes or flashcards. With either method, you should be prepared to spend some time studying the notes or flashcards in the weeks prior to the exam.

When reading the source materials, you may also want to highlight information that you think is particularly important with a highlighter/marker. Later, as the exam date approaches, you can review the highlighted material. If done properly, this method could supplant note taking and will take far less time than preparing notes or flash cards.

Study with a partner/group

Many individuals find it helpful to study with a partner or group of individuals who are also preparing for the exam. This way you can discuss the material with them, determine what the most important material is and analyze difficult concepts. In addition, study groups can divide duties and prepare brief summaries on the reading material to share with other group members. You might try preparing brief summaries or having various group members describe a particular issue or section of the reading material in an informal presentation. Explaining and describing material to others is a great way to learn the material yourself!

If you have found that you study most effectively by yourself in the past, then try to limit the amount of time you will spend studying with a partner or group. If on the other hand you have found that studying with others helps you quite a bit, then form a study group with other people who are taking the same examination as you. You may find that forming a study group has another important benefit—your commitment to studying may increase (you do not want to let your team down) and thus you may be more focused and motivated in your efforts! More information about studying with a partner or group is provided in a subsequent section.

Answer practice questions

If a practice test is available on a particular subject, you should take the time to complete it. If there is not one available, there are several other methods of preparation to help you in answering exam questions. First, if the source material has “questions for review” at the end of each chapter (e.g., if using a textbook), you should try to answer these questions immediately after reading the material. In addition, once you have completed a section of material, you can review the material and try to determine what questions might be asked of you on an examination. You should be able to answer these questions once you have read the material.

If you have assembled a study group, you can prepare practice questions as part of your group efforts. There is no need to focus on the specifics of item construction. You can simply create basic test questions with a single correct answer and multiple response options. Most of the examination questions will follow this basic structure. If your study group has divided up the test content for analysis, you can ask individuals to develop practice questions for their area of focus.

This study guide will have a few example questions so that you understand the basic method of item construction. You should certainly review these questions so you better understand the testing format. In addition, a brief practice examination was prepared and included in this study guide. Please note that the items for this practice test were not necessarily taken from the study material (to avoid any conflicts). The items were created from internal source material (much of which was excluded as part of the reading list). That said, it is suggested that you complete this practice examination. You may wish to first review the internal source material related to the practice test questions and then attempt to complete the practice test. The specific policies related to the practice test are listed at the top of the section. This practice test will help you understand how we formulate questions from the specific reading materials and give you an indication of the question format, style and content.

Study the material

This may seem rather evident, but there are two steps to studying. First, you must read the material. Then, you must review the material at a later time. While we often call the entire process “studying”, this review phase is really at the heart of the study period. This may involve reviewing notes, highlighted portions of the material, creating and reviewing flashcards, conducting group study sessions or completely re-reading the source. Regardless, there should be at least one review of the material to gain understanding and help with recall when the actual test occurs. It may go without saying, but if you spend time taking notes, making flashcards or highlighting during your initial reading/study phase, you should then spend time reviewing this material before the exam. For example, if you choose to highlight important material from the text, you should spend some time the week before the exam reviewing the highlighted passages. This may involve reading the highlighted sections several times.

One common mistake that occurs on occasion results when candidates spend a great deal of time preparing notes or flash cards and then misallocate their preparation time and do not allow enough time to review this important material. You should look at the development of these materials as an investment. You must allow for time at the end of the study period to recoup the cost of your investment (i.e., your time) such that you spend time reviewing this important material.

Keeping Organized

Once all of the suggested materials have been collected, you will have a lot of information to sift through. In order to keep track of all of these materials, organization will be key.

To help with organization, follow these guidelines. They will help you compile the information into meaningful groups.

1. Put all the materials in front of you and begin separating them by topic. For example, put all response procedure related materials in one pile and all leadership related materials in another pile. Group the materials in whatever way is most meaningful and helpful to you.
2. Find some method to hold these materials in their respective groups. This can be a large binder or folder.
3. On each folder create a table of contents. This will make it easier to find what you are looking for.
4. Use bookmarks, tabs, or sticky notes to mark specific information you wish to reference.
5. If you remove a piece of material make sure to replace it or update your table of contents to reflect the move.

Scheduling

Now that you have set your goals and organized your materials, it is time to set a schedule for yourself. This schedule will keep you on track and help keep yourself accountable for your progress.

Here are some steps for creating a successful schedule:

- Make your schedule practical! Many people will set an unrealistic timeline and then become discouraged when they cannot make the deadlines.
- Allow yourself enough time to study each topic or source.
- Prioritize. Start with the most challenging and important topics or sources.
- Schedule short but frequent study times. Try to keep blocks of study time to 2 hours or less.
- If you are planning to study with a group make sure to set a schedule that everyone can adhere to.

Individual Study

Developing a Basic Study Plan

A typical designated study period is approximately 60-90 days. Every attempt is being made to get the reading list to candidates as far in advance of the examination as the schedule allows. It is in the best interest of the candidate to use the entire study period to prepare for the examination- this means beginning your preparations immediately! Typically, a candidate will use the initial portion of the study period to read the material and highlight, take notes or make flashcards. Thus, for a 90 day study period, a candidate may spend the first 60-70 days reading all of the source material. The final three to four weeks might be spent reviewing notes or other study material and re-reading important sections of the source material.

Typically, candidates can read 15-30 pages of textbook material or department policy in an hour. In contrast, candidates can usually read approximately 10-20 pages of highly technical material in an hour. Highlighting usually doesn't add any significant time to the reading period although taking notes and/or developing flashcards can add a significant amount of time. Taking detailed notes will probably slow an individual to approximately 10-20 pages per hour (textbook material). While this process may slow your progress through the material, good notes can be invaluable to the study process.

Given the guidelines above, you should estimate the overall time it will take to read all of the source materials for the exam and then plan your study process accordingly. For example, you may determine that you have approximately 400 pages of text/department policy to read and 200 pages of highly technical material. You might estimate that you can read 15 pages of text per hour and approximately 10 pages of the technical material per hour. Thus, you estimate that you will need to spend approximately 47 hours to simply read the source material. In addition, you have decided you will highlight relevant material and make flash cards on critical information. Thus, you estimate that the time to progress through all of the source material and create the flash cards will increase the reading/study period by approximately 150 percent. Therefore, you determine it will take approximately 117 hours to read, highlight and take notes on all of the source material (47 hours to simply read and another 70 hours to take detailed notes and create the flash cards). If you spend the first 12 weeks on reading the source material and preparing these materials, you will have to spend approximately 10 hours a week on your preparation. You might decide to devote two off-days per week to examination preparation, such that you nearly spend a full day reading and preparing materials for your study and review. This information was included as an example. It is suggested that you estimate the time it will take you to read and study all materials and formulate your plan based on a specific estimate.

Finally, you should spend some time studying the material before the exam. It is a good idea to use the last few weeks before the exam to review the material thoroughly, study and memorize critical facts. During this time period, you may up your preparation to 2-3 days per week devoted to the examination.

The study plan outlined above represents the minimum of what might be required of you to obtain a “reasonable” score. In a competitive process, such a study plan for an “average test-taker” may not result in a score sufficient enough to be promoted in the promotional process. Thus, you may need to do more to prepare for this examination! For example, many strong candidates begin their test preparation well in advance of the announcement of a test date as many individuals can surmise what basic material will be included on the examination and then adjust once the examination reading list is published! Ultimately, the decision on how much time to use in preparing for the examination will rest with you based on your motivation and comfort level.

Goal Setting

In preparing for the examination, you will be exposed to a large amount of study materials. Using goal setting, you can develop a process to successfully navigate these materials in an efficient and effective manner.

Goal setting is the process of taking a broad goal, such as passing the examination, into smaller, specific, and manageable goals. This method has been shown to increase motivation and retention of knowledge.

To use this tool:

1. Determine your overall goal.
2. Break this overall goal down into small and specific goals.
3. Write down all of your goals someplace you can easily find for your study period.
4. Rank the goals in order of need. Think of it like a pyramid. What things do you need to learn first in order to better understand subsequent information?
5. Set the time frame in which you plan to achieve each goal (i.e. 2 days or 1 week).
6. Determine how you will achieve each goal. What materials will you need? What is the best way to learn the material relevant to this goal?
7. Keep track of your progress on each goal.

SQ3R Study Method

The acronym SQ3R stands for the five sequential techniques that have been used as a strategy to enhance the understanding and retention of reading material. This strategy includes the following steps:

- **Survey.** Start by gathering the information necessary to focus your understanding of the chapter. Read the chapter title, the chapter introduction, section summaries, the chapter conclusion, and scan through the contents of the chapter (e.g., section headings, diagrams, and pictures). If studying policy, procedure or department orders, you can read the introductory paragraphs and spend time scanning through the policy to gain an understanding of the material before you begin to delve into the specific details of the material. Aim to gain an

overall understanding of the structure of the material and how the main concepts are related.

- **Question.** Go through each section of the material and turn the headings into questions that you think will be answered in that section. Write your questions down on a piece of paper. In the next step when you begin reading the sections, you will write down your answers that go along with each question. The purpose of this step is to help you become actively engaged in the reading by having you seek the answers to the questions that you have formed.
- **Read.** Read through each section, keeping the questions you have formed in mind. Read the section, seeking information to answer the questions that you have written down. Pay attention to determine if there are any other questions that need to be included.
- **Recall.** When you have completed reading through a section, stop and try to answer the questions you have composed without looking back at the reading material. If you cannot come up with the answers, go back to the section as many times as you need to until you can answer your questions from memory.
- **Review.** After you have completed reading through all of the sections using the aforementioned steps, you should continue going over the questions you have created and trying to answer them from memory. If you cannot answer them, you can look back to the material to refresh your memory and then continue to review. Review the material often in the weeks and days leading up to the exam.

Memorization

There is certain material that must be memorized for an exam. While, for example, we can advocate reading and taking notes in your own words, it is important to understand that some material must be memorized directly from the source. I/O Solutions writes exam questions directly from the source material and often uses the wording as it appears in the source material. Also, this is not a referenced based examination in that you will not have any reference material with you on the day of the qualifying examination. Thus, recalling the specific information from the passage can be critical in determining your success on the exam.

One-On-One Studying

Studying with a partner is a great way to cover a lot of information. One of the most important steps in one-on-one studying is choosing the right study partner. When choosing a partner, try to select someone who shares similar study habits as you. Make sure that the partner also has a similar level of motivation and similar pace of learning as you. Finally, make sure you select a partner who is studying the same material as you.

Study Techniques

- You can each cover a different topic and then spend time explaining them to one another.

- You and your partner can study the same material then create questions to quiz each other.
- A partner can be helpful when you are having a hard time understanding a subject; use their different perspective to help look at the information in a different way.

Things to Keep In Mind

- If you decide to split up topics and explain them to one another, be sure to still read through the material that was assigned to your study partner.
- When quizzing each other, try to focus on the major topics from the source material, rather than focusing on highly specific information unless that is the nature of the material (e.g., learning definitions to terminology).
- It can be easy to get off-track with side conversations, try to stay focused on the material for the exam.

Group Study

Studying with a group can be a very effective way to cover a lot of information. However, this effectiveness is dependent on the members of the group.

Characteristics of Effective Study Groups

- The group should contain no more than 6 members.
- There should be a group leader at every study session. It does not have to be the same person every time.
- All members should participate. Information is more easily remembered when it is discussed with others.
- Group members should differ in their area of expertise. This will allow for more effective information sharing.

Starting a Study Group: The first meeting

- Gather the group members together for an initial meeting.
- Have the group decide on a leader. This can be for every study session or it could rotate.
- Ask someone to scribe the information the group covers. This responsibility can also revolve.
- Set some ground rules (i.e. be courteous to others). You may find these rules will not need to be referenced once they are created but they are an effective tool in preventing future conflicts.
- Create a plan for the sessions. This includes setting up a schedule, topics to be covered, and group member responsibilities.
- Summarize the information that was covered in the meeting to ensure all members are on the same page.

Conducting the Study Group

- Clearly define what will be studied prior to each group session.
- Plan to hold the study group for about 2 hours, taking period breaks.
- Start each meeting by briefly reviewing what was studied last meeting and resolving anything that was unclear.
- Keep the group on-task by limiting other activities during the session (e.g., turn phones off, no checking email, limit side conversations).
- Conclude with a brief review of what was covered and a reminder of what will be covered in the next meeting.

The Job-Knowledge Examination

The written job-knowledge examination will consist of 80-125 items that are multiple-choice in nature. The vast majority of I/O Solutions' job-knowledge examinations consist of 100 job-knowledge items taken directly from the study list. A typical 100-item examination has an administration time of at least 2 hours and 30 minutes. The timeframe for a longer or shorter examination will differ as appropriate.

Typical sources for such examinations include General Orders, Special Orders, Department Rules and Regulations, material on laws relevant to the position and relevant labor agreements. A draft of the reading list was compiled as a result of the job analysis on the rank of sergeant in the Chicago Police Department. We then worked with department subject matter experts (SMEs) to refine the written job-knowledge sources (i.e., what specific policies, procedures, etc.) and we are currently working to develop the written examination items. The final test will be reviewed as well, to ensure the examination and content is specific to the City of Chicago Police Department. This process allows for the highest degree of input, job-relevance and quality-control procedures. Equal attention is being paid to the security of the testing content. There are a number of department SMEs involved in the test development process. Each individual is under a confidentiality and non-disclosure agreement. Please note that our SMEs will be unable to discuss any aspect of the examination with anyone in the department or to assist you in your preparation in any way!

Format of the Job-Knowledge Examination

A job-knowledge exam consists of questions/items that are based on prespecified resource materials and cover material that is deemed important to successful performance on the job (a list of these materials is provided below). The entire job knowledge examination (often referred to as the qualifying examination) will be a recall examination (no sources allowed) as is typical with all I/O Solutions' written examinations. Job-knowledge items are constructed in a multiple-choice format. In the case of this exam, this means that there is one correct answer option and three incorrect answer options. Your goal is to select the correct response from among the four possible options. Several example items are provided in Appendix C. The following is an example of a job-knowledge item from an external source:

- I. An officer is bitten by an arrestee. The officer later learns that the arrestee has Hepatitis B. This contagious illness results in which condition?
 - a. Lesions in the lungs, bones and other body parts.
 - b. A weakened immune system.
 - c. An acute bacterial infection of the brain and spinal cord.
 - d. Infection and inflammation of the liver.

Item derived from GO-04-09

Answer:

Option d is the best answer according to GO-04-09. This information is contained in section IV A-E of GO-04-09.

2. Under which condition would members be prohibited from participating in the Voluntary Special Work Opportunities?
 - a. The member's performance evaluation will be "Meets Expectations."
 - b. The member is on furlough.
 - c. The member is sworn and full-duty and already assigned or detailed out of the designated bureau, division, district and watch.
 - d. The member is on convalescent duty **E07-01, III. C.

Item derived from EO-07-01

Answer:

Option d is the best answer according to EO-07-01. This information is contained in section III.C.

Exam Source Materials

The following presents the examination source materials or reading list for the examination. You should consider this as the primary source material in studying for the job knowledge examination. It will also comprise the vast majority of the material needed to prepare for the subsequent written assessment as well (you may receive a list of important forms and other clarifying information in the written assessment study guide released near the examination administration date)..

While this may seem like a large amount of study material, you will note that great lengths were taken to list specific and applicable sections of the key source material. Thus, often individual orders are included instead of requiring candidates to read the entirety of the source material.

INTERNAL SOURCE MATERIAL

General Orders, including the following:

from 01- Department Organization

| | |
|--------|--|
| G01-01 | Mission Statement and Core Values |
| G01-03 | Department Directives System |
| G01-04 | Boundaries: Beat, Sector, and District |

from 02- Human Rights and Community Partnerships

| | |
|-----------|--|
| G02-01 | Human Rights and Human Resources |
| G02-01-03 | Interactions with Transgender, Intersex, and Gender Nonconforming (TIGN) Individuals |
| G02-02 | The First Amendment and Police Actions |
| G02-02-01 | Investigations Directed at First Amendment-Related Information |
| G02-02-02 | Other Police Action Which May Impact First Amendment Conduct |
| G02-04 | Prohibition Regarding Racial Profiling and Other Bias Based Policing |

from 03- Field Operations

| | |
|-----------|--|
| G03-01 | Communications Systems and Devices |
| G03-01-01 | Radio Communications |
| G03-01-02 | Personal Radio Procedures |
| G03-02 | Use of Force Guidelines |
| G03-02-01 | The Use of Force Model |
| G03-02-02 | Force Options |
| G03-02-03 | Deadly Force |
| G03-02-05 | Incidents Requiring the Completion of a Tactical Response Report |
| G03-02-06 | Weapon Discharge Incidents Involving Sworn Members |
| G03-03 | Emergency Use of Department Vehicles |
| G03-03-01 | Emergency Vehicle Operations – Pursuits |
| G03-03-02 | Emergency Vehicle Operations – Nonpursuits |

G03-03-03 Helicopter Support of Motor Vehicle Pursuits

from 04- Preliminary Investigations

G04-01 Preliminary Investigations
G04-01-01 Alternate Response Section Case Reporting Policy
G04-01-02 Investigations – Chicago Public Schools
G04-02 Crime Scene Protection and Processing
G04-03 Interrogations: Field and Custodial
G04-04 Domestic Incidents
G04-04-01 Orders of Protection
G04-04-02 Domestic Incident Notice
G04-05 Missing/Found Persons
G04-06 Hate Crimes and Related Incidents Motivated by Hate
G04-07 Preliminary Investigations - Traffic Crashes
G04-07-01 Hit and Run Crashes
G04-07-02 Crashes – Fatalities or Life Threatening Injury
G04-08 Driving While Under the Influence (DUI) and Zero Tolerance
G04-09-01 Exposure Determination/Universal Precautions
G04-09-02 Post-Exposure Procedures
G04-10 Minors in Need of Medical Care

from 05- Extraordinary Responses

G05-01 Immediate Emergency Plan
G05-03 Critical Incident Response Program
G05-04 Hazardous Material (HAZ-MAT) Incidents
G05-06 Active Shooter Incident Plan
G05-07 Emergency Action Plans for Department Facilities

from 06- Processing Persons

G06-01 Processing Persons Under Department Control
G06-01-01 Field Arrest Procedures
G06-01-02 Restraining Arrestees
G06-01-03 Conducting Field and Strip Searches
G06-01-04 Arrestee and In-Custody Communications
G06-02 Lineup Procedures
G06-03 Felony Review by Cook County State's Attorney

from 07- Processing Property

G07-01 Inventory System for Property Taken Into Custody
G07-01-01 Recovered/Seized Computer Equipment
G07-02 Firearms Taken into Custody or Turned In
G07-03 Vehicle Towing and Relocation Operations

from 08- Professionalism

G08-01 Complaint and Disciplinary Procedures
G08-01-01 Department Member's Bill of Rights

| | |
|-----------|---|
| G08-01-02 | Specific Responsibilities Regarding Allegations of Misconduct |
| G08-02 | Court Attendance and Responsibilities |
| G08-03 | Prohibition on Associations with Criminal Organizations |

from 09- Information Management

| | |
|-----------|---|
| G09-01 | Computerized Information Systems |
| G09-01-01 | Access to Computerized Data, Dissemination and Retention of Computer Data |
| G09-01-05 | Department-Issued Electronic Communication Devices |
| G09-01-06 | Use of Social Media Outlets |
| G09-02 | News Media Guidelines |

From 10 - Gang and Narcotics Abatement

| | |
|--------|----------------------------------|
| G10-01 | Gang Violence Reduction Strategy |
|--------|----------------------------------|

Special Orders, including the following:

from 01- Department Organization

| | |
|-----------|--|
| S01-01-10 | CLEAR Automated Department Awards System |
| S01-04 | Watch Changes – Roll Call Training |

from 02- Human Rights and Community Partnerships

| | |
|-----------|--|
| S02-01 | Human Rights and Human Resources |
| S02-01-01 | People with Disabilities |
| S02-01-02 | Abused and Neglected Child Offenses |
| S02-01-03 | Crime Victim Assistance |
| S02-01-04 | Alcohol and Drug Dependent Persons |
| S02-01-06 | Abandoned Newborn Infant Protection Act |
| S02-02 | The First Amendment and Police Actions |
| S02-02-01 | Investigations Directed at First Amendment-Related Information |
| S02-03-02 | District Plans |
| S02-03-04 | City Service Requests |
| S02-05-06 | Sex Offender Registration and Community Notification |

from 03- Field Operations

| | |
|-----------|--|
| S03-01-02 | Personal Radio Procedures |
| S03-01-03 | Recorded Voice Transmissions Requests |
| S03-01-08 | Administrative Message Center |
| S03-02 | Use of Force |
| S03-02-01 | Firearm Discharge in Incidents other than the Destruction of Animals |
| S03-02-02 | Other Weapon Discharge Incidents |
| S03-02-03 | Incidents Requiring the Completion of a Tactical Response Report |
| S03-02-04 | CLEAR Automated Tactical Response Report |

| | |
|-----------|--|
| S03-03-03 | District Station Supervisor |
| S03-03-04 | District Field Supervisor |
| S03-04-04 | Crime Prevention and Information Center (CPIC) |
| S03-05 | In-Car Video Systems |
| S03-06 | Squadrol Operating Procedures |
| S03-10 | City Claims Notification Program |

from 04- Preliminary Investigations

| | |
|-----------|---|
| S04-01-01 | Alternate Response Section Procedures |
| S04-01-02 | Chicago Public Schools – Entering During Closed Hours/Notifications |
| S04-01-03 | Landlord-Tenant (Lockouts)/Innkeeper-Guest Disputes |
| S04-02 | Crime Scene Protection and Processing |
| S04-03-10 | Vehicle Theft and Wanted Vehicle Procedures |
| S04-04 | Domestic Incidents |
| S04-04-01 | Orders of Protection |
| S04-05 | Missing/Found Persons |
| S04-05-01 | AMBER Alert Notification Plan |
| S04-06 | Hate Crimes and Related Incidents Motivated by Hate |
| S04-07 | Preliminary Investigations - Traffic Crashes |
| S04-07-03 | Traffic Crashes Involving Department Members |
| S04-08-01 | DUI Investigations - Chemical Testing Procedures |
| S04-08-04 | DUI Investigations – Additional Responsibilities |
| S04-09 | Post-Exposure Procedures |
| S04-11 | Bomb, Arson, and Fire Incidents |
| S04-11-01 | Unattended Packages |
| S04-13-01 | Officer's Battery Reporting Procedures |
| S04-13-07 | Miscellaneous Incident Reporting Procedures |
| S04-13-08 | Information Report System |
| S04-13-09 | Contact Information System |
| S04-13-11 | Federal Death in Custody Reporting |
| S04-13-13 | Automated Information Report System |
| S04-14-05 | Traffic Violators, Name Checks, and Bonding |
| S04-14-07 | Public / Private Parking Complaints |
| S04-19 | Search Warrant and Consent to Search Incidents |
| S04-19-01 | Consent to Search Incidents |
| S04-20 | Handling Persons in Need of Mental Treatment |
| S04-20-01 | Handling Arrestees in Need of Mental Treatment |
| S04-20-02 | Persons Subject to Involuntary or Voluntary Admission Non-Arrestees |
| S04-21-01 | Preliminary Investigations: Required Immediate Notifications |
| S04-22-01 | Exemptions and Restrictions for Issuing ANOV Citations |
| S04-23 | Ordinance Complaint Form |
| S04-25 | City Licensed Premises and Licensees |
| S04-26-12 | Alternative Cannabis Enforcement Program |

from 05- Extraordinary Responses

| | |
|--------|------------------------|
| S05-02 | Special Response Plans |
|--------|------------------------|

| | |
|-----------|--|
| S05-03 | Critical Incident Response Program |
| S05-05 | Special Weapons and Tactics (SWAT) Incidents |
| S05-06 | Active Shooter Incident Plan |
| S05-06-01 | Safe School Information Package |
| S05-14 | Crisis Intervention Team (CIT) Program |
| S05-14-01 | Crisis Intervention Team (CIT) Response |

from 06- Processing Persons

| | |
|-----------|--|
| S06-01 | Processing Persons Under Department Control |
| S06-01-01 | Releasing Arrestees Without Charging and Waiving Fingerprint Results |
| S06-01-02 | Detention Facilities General Procedures and Responsibilities |
| S06-01-03 | Arrestees' Property Inventory Procedures |
| S06-01-04 | Arrestee Identification Process |
| S06-01-06 | Arrest Report and Related Documents |
| S06-01-07 | Required Lockup Standards and Reporting |
| S06-01-08 | Detention of Warrantless Arrestees Prior to Charging and Duty Judge Procedures |
| S06-01-09 | Transportation of Arrestees Requiring Wheelchairs |
| S06-01-11 | CLEAR Automated Arrest System |
| S06-01-12 | Inventory of Arrestee's Personal Property |
| S06-03 | Felony Review by Cook County State's Attorney |
| S06-04 | Processing of Juveniles and Minors Under Department Control |
| S06-04-01 | Printable and Non-Printable Offense Procedures |
| S06-04-03 | Processing Juvenile Arrestees Charged As Adults |
| S06-04-04 | Arrestees Processed As Adults and Later Determined To Be Juvenile |
| S06-04-05 | Dependent, Neglected, or Abandoned Children Coming Under Department Control |
| S06-04-08 | Processing School Absentees |
| S06-04-09 | Processing Curfew Violators |
| S06-04-10 | Processing Status Offenders – 17 Years of Age |
| S06-05 | Unlawful Use of Weapons Arrests |
| S06-06 | Mass Arrest Procedures |
| S06-07 | Hospitalized Arrestees |
| S06-07-02 | Hospital Run Sheet |
| S06-12-02 | Non-Traffic Arrest Warrant Procedures |
| S06-13 | Bond Procedures |
| S06-15 | Processing and Transportation of Deceased Persons |

from 07- Processing Property

| | |
|-----------|---|
| S07-01 | Inventory System for Property Taken Into Custody |
| S07-03-05 | Impoundment of Vehicles for Municipal Code Violations |

from 08- Professionalism

| | |
|-----------|-------------------------------------|
| S08-01-01 | Conduct of Complaint Investigations |
| S08-01-05 | Summary Punishment |

from 09- Information Management

S09-02 News Media Guidelines

Employee Resources, including the following:

from 01- Employee Rights and Responsibilities

E01-01 Equal Employment Opportunity Policy
E01-06 Grievance Procedures
E01-07 Indebtedness to the City of Chicago
E01-11 Secondary Employment
E01-13 Religious Accommodations Policy

from 02- Payroll and Timekeeping

E02-01 Work Day Duty Schedules
E02-02-01 Payroll and Timekeeping - Attendance
E02-02-02 Payroll and Timekeeping-Overtime / Compensatory Time
E02-02-03 Payroll and Timekeeping – Holidays / Personal Days
E02-02-04 Tour of Duty Exchange
E02-02-05 Payroll and Timekeeping – Working Out of Grade
E02-02-07 Bereavement Leave - Domestic Partners
E02-03-01 Sworn Time and Attendance Record - Bargaining Unit Members and Probationary Police Officers
E02-03-05 Automated Daily Attendance and Assignment Record
E02-04 Furlough and Vacation
E02-08 Department Members Summoned to Jury Duty

from 03- Medical, Health, and Wellness

E03-01 Medical Policy
E03-01-01 Sworn Medical Roll - Injury on Duty Status
E03-01-02 Sworn Medical Roll - Non Injury on Duty Status
E03-01-07 Skin Condition Aggravated by Shaving
E03-01-08 CLEAR Automated Medical System

from 04- Assignments and Details

E04-02 Steady Watch Selection and Assignment
E04-03 Watch Personnel System

from 05-Career Development

E05-01 Performance Evaluation System
E05-01-01 Evaluation of Members Below the Rank of Sergeant
E05-02 Performance Recognition System

from 06- Personnel Support

E06-01 Professional Counseling Service/Employee Assistance Program
E06-01-01 Crisis Intervention

| | |
|-----------|--|
| E06-01-02 | Professional Counseling Confidentiality |
| E06-03 | Traumatic Incidents Stress Management Program |
| E06-04 | Notification of Death or Hospitalization – Member / Families |
| E06-04-01 | Emergency Notification Information Database |
| E06-04-02 | Notification of Death or Serious Injury to a Member: Duty-Related |
| E06-04-03 | Notification of Death or Hospitalization of Members: Non-Duty-Related, Retired Members, and Family Members |
| E06-05 | Behavioral Intervention System |
| E06-06 | Personnel Concerns Program |

Uniform & Property, including the following:

from 01- Department Equipment

| | |
|--------|---------------------------------|
| U01-02 | Lost Stars, Shields, and Badges |
| U01-06 | Portable Data Terminal |
| U01-08 | Child Safety Seats |

from 02- Department Vehicles

| | |
|-----------|---|
| U02-01-01 | Vehicle Assignment, Allocation and Operation |
| U02-01-02 | Vehicle / Equipment Inspection |
| U02-01-03 | Emergency Equipment |
| U02-01-06 | Operation of Department Vehicles – Use of Seat Safety Rules |
| U02-01-08 | Vehicles Equipped with Protective Dividers |

from 03- Facilities

| | |
|--------|--|
| U03-03 | Storing Personal Property in Department Facilities |
| U03-04 | Unauthorized Persons in the Workplace |

from 04- Uniform and Personal Equipment

| | |
|-----------|---|
| U04-01-01 | Responsibilities and Procedures |
| U04-01-02 | Personal Appearance, Uniform / Citizen's Dress and Equipment Specifications |
| U04-01-03 | Prescribed Uniform / Equipment Items: Police Officers and Sergeants |
| U04-01-11 | Approved Uniform Groups |
| U04-02 | Department Approved Weapons and Ammunition |
| U04-02-01 | Department Approved Semiautomatic Pistols and Ammunition |
| U04-02-02 | Department Approved Revolvers and Ammunition |
| U04-02-03 | Personal Oleoresin Capsicum (OC) Devices |
| U04-02-04 | Taser Devices |
| U04-02-06 | Department Approved Auxiliary Subcompact Semiautomatic Pistols and Ammunition |
| U04-02-07 | Semiautomatic Pistol-Mounted Lights |
| U04-02-09 | Expandable Baton |

from 06- Uniform and Equipment Specifications
U06-03-09 Uniform - Detention Aide

OTHER INTERNAL RESOURCES (Located under Chicago Police Department Directives System online site)

Rules and Regulations of the Chicago Police Department

Entire document

Incident Reporting Guide - CPD-63.451

Entire document

Agreement between the City of Chicago Department of Police and the Fraternal Order of Police (FOP) Chicago Lodge No. 7.

Entire document

City of Chicago Agreement with Public Safety Employees Union, Unit II

Entire document

Field Reporting Manual

Entire document

CPD Training Bulletins and related items, including the following:

| | |
|---------|---|
| 03—03 | Roll Call Firearms Inspection |
| 06—05 | Sworn Affidavits in Disciplinary Investigations |
| 07—01 | Pawnshops |
| 07—02 | Lockouts & Landlord-Tenant Disputes |
| 07—04 | Weapons- Department and Personal |
| 07—07 | Inventory of Arrestee's Personal Property |
| 09—05 | Bomb and Arson - Part I The Threat |
| 09—06 | Bomb and Arson - Part II The Response |
| 09—07 | Bomb and Arson - Part III The Suspicious Object |
| 10—01 | Unlawful Firearm Possession By A Street Gang Member: The Valadez Gang/Gun Law |
| 11—01 | Elder Abuse, Neglect and Exploitation |
| 12—03 | Personal Oleoresin Capsicum (OC) Devices |
| 12—04 | Illinois Traffic Crash Report |
| 12—06 | Alternative Cannabis Enforcement Program |
| 13—04 | Vehicle Pursuits |
| 13—05 | Hate Crime |
| 3/2013 | Informational Bulletin: Tow Truck Enforcement |
| 12/2012 | Training Review: Taser X2 Training Review |

* Please note that we may choose to directly pull job-knowledge questions from the actual GO/SO. That said, the included training bulletins may be helpful to your understanding of the order.

SOURCES RELATED TO LOCAL AND STATE LAW

ILCS 625 (IVC), including the following:

| | |
|--------------|---|
| 5/11-203 | Obedience to police officers |
| 5/11-204 | Fleeing or attempting to elude a peace officer |
| 5/11-204.1 | Aggravated fleeing or attempting to elude a peace officer |
| 5/11-406 | Duty to report accident |
| 5/11-501 | Driving while under the influence of alcohol (...) |
| 5/11-501.4-1 | Reporting of test results of blood or urine (...) |
| 5/11-501.5 | Preliminary Breath Screening Test |
| 5/11-501.6 | Driver involvement in personal injury or fatal motor vehicle accident; Chemical Test |
| 5/11-502 | Transportation or possession of alcoholic liquor in a motor vehicle |
| 5/11-503 | Reckless driving, aggravated reckless driving |
| 5/11-506 | Street racing, aggravated street racing |
| 5/12-606 | Tow trucks; identification equipment; insurance |
| 5/4-103 | Offenses relating to motor vehicles and other vehicles- felonies |
| 5/4-105 | Offenses relating to disposition of titles and registration |

ILCS 720 (Criminal Offenses), including the following:

| | |
|--------|---|
| 5/4 | Criminal Act and Mental State |
| 5/7 | Justifiable Use of Force: Exoneration |
| 5/8—1 | Solicitation and solicitation of murder |
| 5/9 | Homicide |
| 5/10 | Kidnapping and Related Offenses |
| 5/11 | Sex Offenses |
| 5/12 | Bodily Harm |
| 5/16 | Thefts and Related Offenses |
| 5/18 | Robbery |
| 5/19 | Burglary |
| 5/20 | Arson |
| 5/21—1 | Criminal damage to property |
| 5/21—2 | Criminal trespass to vehicles |
| 5/21—3 | Criminal trespass to real property |
| 5/21.1 | Residential Picketing |
| 5/21.2 | Interference with a Public Institution of Education |
| 5/24 | Deadly Weapons |
| 5/25—1 | Mob action |
| 5/26 | Disorderly Conduct |
| 5/28 | Gambling and Related Offenses |

| | |
|----------|--|
| 5/31—1 | Resisting or obstructing a peace officer, firefighter or correctional institution employee |
| 5/31—1a | Disarming a peace officer or correctional institution employee |
| 5/31-4.5 | Obstructing identification |
| 5/33 | Official misconduct |
| 5/33A | Armed violence |
| 5/36.5-5 | Vehicle impoundment |

ILCS 725 (Criminal Procedure), including the following:

| | |
|-----------|---|
| 5/103-1 | Rights on arrest |
| 5/103-2 | Treatment while in custody |
| 5/103-2.1 | When statements by accused may be used |
| 5/103-3 | Right to communicate with Attorney and Family; Transfer |
| 5/103-4 | Right to Consult with Attorney |
| 5/107-2 | Arrest by Peace Officer |
| 5/107-7 | Persons Exempt from Arrest |
| 5/108-1 | Search without warrant |
| 5/108-3 | Grounds for search warrant |
| 5/110-5.1 | Bail; certain persons charges with violent crimes against family or household members |
| 5/110-10 | Conditions of bail bond |

ILCS 750 (Family Act), including the following:

| | |
|-----------|--|
| 60/222.10 | Short Form Notification |
| 60/301 | Arrest without warrant |
| 60/303 | Reports by law enforcement officers |
| 60/304 | Assistance by law enforcement officers |

Chicago Municipal Code, including the following:

| | |
|----------|--|
| 5-12-050 | Landlord's right of access |
| 7-12-050 | Dangerous animals- Determination and requirements |
| 8-4-010 | Disorderly Conduct |
| 8-4-015 | Gang Loitering |
| 8-4-025 | Aggressive panhandling |
| 8-4-056 | False Burglar Alarm |
| 8-4-060 | Vandalism defined |
| 8-4-090 | Drug and gang houses, houses of prostitution and other disorderly houses |
| 8-4-130 | Possession of etching materials, paint or marker unlawful |
| 8-8-060 | Street solicitation for prostitution |
| 8-16-020 | Curfew hours for minors |
| 8-20-140 | Firearms registration certificate- Required |
| 8-32-070 | Music and amplified sound |
| 9-84-010 | (Towing) Report-Definition-Procedure |

CPD Legal Bulletins, including the following:

| | |
|---------|---|
| 2010-05 | <i>Detention of Warrantless Arrestees: The 48 Hour Rule</i> |
| 2011-08 | <i>Warrantless Entry –Exigent Circumstances and Hot Pursuit</i> |
| 2012-01 | <i>Hospital Reporting Requirements</i> |
| 2012-03 | <i>Police-Protestor Encounters</i> |
| 2013-01 | <i>Disorderly Conduct- Revisions and Amendments</i> |

Examination questions will be drawn directly from the above sources. Correct answers to test items are also identified directly from the listed source material as this is a source referenced job-knowledge examination. For the ILCS citations, please note the name of the law/article if the citation in the event that a full citation is not provided.

Preparing for Test Day

Diligently studying for this examination will be the best method for ensuring your success; however, there are other considerations that can affect your performance on the day of the exam. Your attitude on the day of the exam, the test-taking strategies you utilize, and your ability to avoid common test-taking errors will all affect the outcome of the exam. These issues are discussed in detail below.

Preparation for the exam

You can increase your chances of obtaining your best score if you spend sufficient time preparing for the exam. This includes carefully reading and studying the materials listed in the *Examination Source Material list*. It is also important that you avoid becoming overly anxious about the examination and implement good test-taking strategies.

Your physical well-being

Get a good night's sleep before the examination. Eat a nutritious breakfast that will provide you with energy for the day. Try to ensure that you are in the best possible condition both physically and mentally on the day of the examination.

Arrive early

Make all necessary arrangements to ensure that you arrive early at the examination site. It would be wise to anticipate traffic delays in traveling to the site and to allocate extra travel time to ensure an early arrival even with delays. Give yourself ample time to settle in at the examination site.

Confidence

The more confident you are in your abilities, the more likely you are to do well on the exam. Try to stay focused so that you don't end up misinterpreting questions or instructions. You want to take control of the examination by feeling confident in your skills. Try to relax but concentrate on the examination you are about to take.

Attitude

This examination is an opportunity for you to demonstrate that you have a grasp of the job knowledge necessary to perform successfully, and a positive attitude can have an impact on increasing your score. There are a few ways to fine-tune your attitude about taking this examination: Look at this examination as a challenge but try not to get "stressed out" by thinking about it too much. By using this *Orientation and Preparation Guide* and practicing your strategies, you can be more prepared for the examination.

Controlling Anxiety

Many candidates experience anxiety as a result of the stress and pressure to perform well on the job-knowledge examination and subsequent components. This is common and is a natural response. There are a few things that you can do prior to your examination to help reduce and prevent your level of anxiety on test day.

- **Practice.** Develop practice questions from the source material. This can be done by yourself or with your study group. Answer these practice questions with a similar time limit to what will be used for the examination to simulate the testing experience. Ideally, if you are studying in a group, each individual would develop several practice questions for each “topic area” and create a basic answer key from the source material.

You will become more comfortable the more you can gain experience with the type of pressure you may experience in the examination. The more experience you gain in regard to the test administration environment, the more comfortable you will feel.

- **Visualize.** Another technique that can help you feel more comfortable on test day is to visualize yourself going through the examination process. Try to find time the week or days leading up to your exam to sit in a comfortable chair or couch and imagine yourself going through the process, providing the best possible responses. Mentally rehearsing the process several times will help your mind hold a picture of what great performance will look and feel like. When it comes time for you to go through your examination, your mind will be familiar with the process and you will feel more comfortable when responding.

General Test-taking Strategies

There are several strategies and tips to keep in mind when taking the written exam that will ensure your test score is accurate and reflects your level of knowledge about the job.

1. **Listen carefully.** The exam administrator will provide you with complete instructions for taking the exam. Be sure that you pay close attention to all test instructions. It is extremely important that you completely understand the directions before the exam begins.
2. **Ask questions.** If there are instructions that you do not understand or if something is not clear, please feel free to ask the exam administrator any questions that you may have before the exam begins.
3. **Note start and end times.** Just before the test administrator begins the test, make a note of the time the test will actually begin and the time that the test will end.

4. **Keep track of time.** It is important that you keep track of your time so that you are able to pace yourself throughout the exam. You do not want to run out of time and have unanswered questions. It is important that you allot a few minutes of time to guess on unanswered questions at the end of the exam. A typical 100-item examination will have a 2 hour and 30 minute time limit. This means you must answer each question in approximately 1 minute and 30 seconds to ensure you complete the examination on time.
5. **Remain calm.** It is important that you remain calm throughout this exam so that you are able to work most effectively. You can't allow yourself to become nervous or confused by a few difficult or challenging questions. There are going to be times when you are not going to know the answer and neither will other individuals taking the exam.
6. **Read each question carefully.** Be sure that you understand what the question requires of you.
7. **Try to answer the question before you look at the answer options.** If you know the answer, compare it to the available choices and pick the choice closest in meaning to the answer you have in mind.
8. **Answer easy questions first.** It is important that you answer the easy questions first on this exam. By doing so, you will afford yourself more time to spend on the difficult questions if necessary. Seek out questions you can answer. If there are particular kinds of questions with which you feel most comfortable, answer those questions first. For example, if you are particularly good at questions in a specific content area, then find those items first and complete them.
9. **Don't waste time on questions you can't answer.** If you believe that you are not able to answer a question, then skip it. It is better to skip a difficult question than to spend a lot of time on it and not be able to complete other exam questions.
10. **Mark your exam booklet.** Mark in your exam booklet those questions that you have skipped so that you are able to come back to them later in the exam. Marking questions that you have skipped in your test booklet will help to ensure that you have answered all of the questions by the time the examination period has ended. That said, you will likely be required to place all final answers onto a separate answer sheet.
11. **Use a process of elimination.** If a situation presents itself in which you are unable to answer a question, use a process of elimination to narrow your options. First, eliminate any answers that are clearly wrong. Then determine how you feel about the remaining choices. If you believe that some answers are more correct than others, indicate that on your exam booklet. Later in the exam, you may have an opportunity to come back to these questions and answer them without having to read the entire question again.

12. **Guessing.** It is important that you try to get as many points as possible on the examination. Points are given for correct answers only. Because there is no penalty (i.e., points deducted) for guessing on this exam, you should try to answer every question. By leaving yourself enough time at the end of the test to fill in unanswered questions using your "best guess," you will increase the possibility of getting a few of them correct.
13. **Extra time.** If you finish the exam before the time period is over, review your answers and make any changes that are necessary. Also make sure that you have marked your answers on the answer sheet correctly.

Using the Test Answer Sheet

This section describes the procedures used to fill in the answer sheet during the actual exam. Nearly all of the questions on the examination will be multiple choice. *You will mark your answers on a separate answer sheet that you will be given at the examination, and detailed instructions on how to use it will be outlined for you at that time.*

Things to consider when marking the answer sheet:

- Make heavy black marks that fill the circles completely.
- Erase any answers you wish to change completely.
- Do not make any other marks on the answer sheet.
- You must use a #2 pencil (this will be provided to you). Pencil is required to complete the answer sheet because a computer will be reading these marks.
- Place all of your answers on the answer sheet. Only answers on the answer sheet will be scored. You may use your exam booklet as scratch paper but be certain to record your answers on the answer sheet.
- Use your *exam booklet* for scratch paper.
- Be sure that the number of the question you are working on corresponds with the number that you fill in on the answer sheet. For example, if you are working on question 37, make sure that you fill in your answer on line 37 of the answer sheet. Periodically check yourself to make sure that your answers are in the correct spaces.
- For multiple-choice items there will be four alternatives (a, b, c and d) listed on the answer sheet for each question. Please be sure that you mark your answer in the

appropriate column. You may want to go back and check your answers periodically to be sure that you have placed your answer in the correct column.

The reason that we ask you to take such care in marking your answer sheet is because errors can affect the scoring of your written examination.

Helpful Hints about the Exam

This section describes a few helpful hints to remember when preparing for the exam and in regard to answering questions on the examination.

- Exam questions are written directly from the source materials. Questions are often written “word-for-word” from the source to avoid confusion. Thus, the correct answer is also drawn directly from the source (not from subject-matter-expert input). In many cases, the distracters, or incorrect answers, are also drawn directly from the source. Thus, the information may “look familiar” but still be incorrect.
- Since questions are drawn directly from the source material, it is important to note that the correct answers (and hopefully your answers) will be taken directly from this source material. If there is a conflict between “how things are done in the department” and what the source indicates, the source is the deciding factor! In many cases, such items are removed during the review process. In some cases, these items remain in the examination to reinforce “how things should be done.”
- Furthermore, in the rare event that two sources conflict with one another, your answer (and the correct) should come from the source indicated for that particular item. Items are often presented by the source material that they were written from. Thus, you will be informed where the item was written from.
- We attempt to avoid questions on trivial information that is not directly relevant to the job. At a minimum, you should focus your preparation efforts elsewhere. That said, some items may be more difficult and test your knowledge of the details of a particular policy.

Basic Rules Governing the Testing Process

1. Promptness is mandatory for admittance to the test on the date and time scheduled. Please ensure that you arrive at the site well before the examination to avoid being late. No candidate will be admitted after the start time.
2. Photo identification will be needed for admittance to the test. The announcement will contain additional (official) information on what you will need.
3. You may bring the following supplies to the test: #2 pencils, erasers and a watch. A small pencil sharpener is also allowed. No other supplies will be permitted at the test site. Pencils will be supplied during the administration of the written exam.
4. You may be required to turn in Beepers/portable phones, other electronic or communication devices prior to testing or leave such devices in your vehicle or at home. We strongly suggest that you leave electronic devices in your vehicle (or home) for the duration of testing. If you choose to use an unauthorized communication device, in violation of testing guidelines, your test will be collected and considered invalid.
5. You will not be allowed to take any other materials with you into the examination room—this includes paperwork of any kind, backpacks, bags, portfolios, etc.
6. Once you are seated in the testing site, you may have access to restroom facilities, though you may have to be escorted by a proctor. Once testing begins, any time taken for this purpose will be counted as test time.
7. You will undergo the same standardized process as all other candidates with respect to the testing process (e.g., notification, instructions, etc.).
8. Due to the security measures that will be in place, only authorized candidates will be admitted to the test site.
9. All questions or concerns that arise during the testing process should be directed to the appropriate designated test administration staff person(s).

Appendix A

List of Essential and Important Job Tasks for a Sergeant in the Chicago Police Department Patrol Bureau

Note: The duties and tasks of the District Station Supervisor (DSS) are required of sergeants in the Patrol Bureau of the Chicago Police Department and thus these tasks are presented below within their relevant task grouping.

A. Personnel Supervision Activities

Essential Job Tasks

1. Provide guidance to officers on how to handle incidents to ensure a thorough preliminary investigation is conducted, and that proper and timely notifications are made.
2. Assist officers in identifying elements of crimes at incident scenes and in determining justification for an arrest, or the appropriateness of specific charges.
3. Communicate significant notifications to employees (e.g., activity within district or beat, Commanding Officer (CO) Book, CPIC, court appearances, forms, memorandums) in order to prepare employees for service.
4. Conduct check-off roll calls at the end of tour of duty to ensure that officers return safely, collect, reviews, and approve submitted reports documenting officers activities for the watch (e.g., number of arrests, mission-related activities, time on foot patrol, tickets, contact cards, etc.).
5. Monitor radio traffic to ensure that dispatchers are providing appropriate information and/or that officers are handling calls appropriately (e.g., appropriate response time, time spent on call, beat integrity and disposition of call).
6. Attend and actively participate in Roll Call in order to determine who is present for duty and verify officers absent status.
7. Monitor pending and active calls on the Portable Data Terminal (PDT) in order to monitor incidents in progress, locations of patrol officers, ensure appropriate CPD response, etc. and determine the need for supervisory response.
8. Monitor officers' adherence to department procedures and legal guidelines, and instructs them on actions to be taken based on established regulations and policies, or refers them to appropriate resources.
9. Ensure arresting officers complete required reports/complaints, approve reports, and distribute them appropriately.
10. Monitor officers' activity to ensure they are carrying out assigned responsibilities as it relates to their beat assignments, missions and calls.
11. Monitor attendance and punctuality of subordinate personnel.
12. Acknowledge awareness (via radio) of calls for service and maintain awareness of such calls as required by CPD policies and procedures (e.g., person injured, gas leaks, or fight calls involving weapons).
13. Communicate specific areas of concern (e.g., crime patterns, school violence, etc.) at roll call; review training bulletins, conduct roll call training.
14. Meet with District Station Supervisor (DSS) prior to watch, and discuss roll-call agenda (e.g., to get background information on the district/beat; address watch concerns, discuss current crime trends or violence, discuss responsibilities for roll call, etc.).

15. Notify officers of beat specific missions, circumstances involving suspicious persons or activities.
16. Communicate assignments (e.g., posts and assigned equipment) to employees in order to ensure they are prepared for service, answering questions, etc...
17. Review assigned tasks and related documents (Commanding Officer's (C.O.) Book, CAPS book, etc.)
18. Inspect employees in order to ensure they are fit for duty and have appropriate equipment (e.g., appearance inspections, vehicle inspections, policy/procedure manual, etc.).
19. Maintain general "supervisor management log (accountability)" including logging supervisor activity (your own) every 45 minutes and logging officers in twice per watch; Log officer assignment to vehicle numbers or missions based on actual staffing.
20. Determine and make daily shift assignments (e.g., special attentions, cases etc.) for subordinate personnel.
21. Direct the training of probationary police officers within the FTO structure and ensure such probationary officers are monitored, supervised and evaluated per policy.
22. Monitor compliance with in-car camera usage and downloads; monitor officers via GPS as needed.
23. Inspect the district lockup facility and document on lock-up log at least four times per shift.
24. Supervise civilian employees (i.e., lock-up keepers, crossing guard, etc.); understand their duties in order to properly supervise such staff members.

Management & Leadership Activities

Essential Job Tasks

25. Ensure officer safety is addressed in the performance of all job-related duties in both emergency and non-emergency incidents.
26. Acknowledge superior performance of officers by verbally acknowledging or recommending for department awards; Complete employee award nomination and develop commendation memos in order to recognize outstanding job performance.
27. Report significant incidents to command staff members through chain-of-command.
28. Advise officers when necessary (e.g., whether to impound cars, whether to physically arrest suspects, etc.) based on past experience, knowledge and Department Directives.
29. Brief supervisors on oncoming shift regarding important activities that occurred during the previous shift; inform other watches or appropriate management staff of major incidents.
30. Monitor and evaluate ongoing operations within area of responsibility to ensure operational efficiency and congruency with goals and objectives.

31. Assign various missions, deployments and special attentions to subordinate personnel.
32. Direct and evaluate activities of police officers assigned to patrol shifts.
33. Work to create and maintain a positive climate within span of control that results in an environment where officers can better perform their assigned tasks.
34. Develop and mentor officers as needed and ensure all officers have adequate training needed to perform their job.
35. Identify officers who need special assistance, training, or counseling.
36. Monitor employee behavior in order to identify possible personal problems or violations of CPD policy (e.g., substance abuse, stress, or sexual harassment).
37. Give continual performance-related feedback to personnel.
38. Interpret and apply relevant aspects of policy, directives, general orders and special orders to regular supervision activities.
39. Conduct internal investigations regarding the conduct of personnel and make appropriate determinations and recommendations (e.g., vehicle accidents, on-duty injury, use of force, etc.)
40. Prioritize calls for service within district when needed and appropriate.
41. Identify the resources available to address specific job-related or personal problems.
42. Recommend and/or administer disciplinary action appropriately including completion of associated reports (e.g., Infraction Reports, Summary Punishment Action Request (SPAR), Non-Disciplinary Intervention Report, Complaint Log Number).
43. Direct actions of patrol personnel to ensure district goals and objectives are met by devising and assigning tasks.
44. Act in the capacity of the individual in the next highest rank in the absence of said individual.
45. Administer oral admonishment or written reprimand by informing employee of the violation & documenting.
46. Conduct performance evaluations/appraisals on subordinate personnel.
47. Discuss performance issues as they arise in the field, or meet with subordinate personnel to discuss.
48. Refer employees to appropriate resources for assistance with personal problems.
49. Communicate clear goals and objectives for the district or watch.
50. Monitor employee activity to ensure compliance with CPD policies regarding mandated referrals and assignments.
51. Recommend disciplinary action for sustained complaints based on nature of violation and past disciplinary history in order to ensure that appropriate discipline is proposed.
52. Determine appropriate strategies for responding to reported or noted crime problems (e.g., sting operations, presentations at roll calls or involvement of other law enforcement agencies).

53. Assess possible reasons for sub-standard performance and counsels or disciplines officers on ways to improve performance, and documents actions taken, referrals, recommendations, etc.
54. Identify misconduct and or less serious transgressions and initiate appropriate level of discipline and forward such concerns to appropriate parties (Commander, IA, IPRA).
55. Counsel officers regarding personal issues and in regard to their involvement with police related issues.
56. Discuss employee personal or work-related problems with employees in order to determine scope of the problem, acquire employee's input for resolution, and outline expectations for job behavior.
57. Determine where barriers to the success of officers exist and attempt to address these barriers.
58. Develop written documentation to support recommendation regarding the behavioral intervention system and for evaluations such as psychological exams, early warning evaluations, and fitness for duty evaluations.

Important Job Tasks

59. Complete evaluations in order to document employee performance.
60. Outline department performance standards and expectations, and review individuals' performance (e.g., strengths, areas for improvement).
61. Conduct internal meetings by discussing unit activity, changes in CPD policy or procedures, activity in zones, updates from academy; answering staff questions; etc., in order to keep unit apprised of pertinent information.
62. Counsel officers and complete counseling forms (using PRS) to document behavioral alert of personnel concern status or recommend behavioral counseling.
63. Review documents such as case files and unit statistics in order to prepare for meetings.
64. Conduct meetings with employees in order to discuss employee job performance, ratings, any needed developmental activities, etc.
65. Develop written counseling documentation (e.g., in PRS) in order to detail formal counseling of employees at the district level.
66. Attend internal meetings in order to discuss policy changes, command memoranda, patrol goals, upcoming events; provide case updates, proposed strategies for handling problems, etc.
67. Supervise various missions as required by the District Commander (i.e., burglary, robbery, seat belt, etc.).
68. Conduct regular inspections (e.g., weekly vehicle inspections and weapons inspections, etc.).

Administrative Management Activities

Essential Job Tasks

69. Review and approve all relevant reports (written or through AIRA) and forward them through the department chain-of-command for processing. (e.g., case reports, hospitalization reports, auto thefts/recovery reports, contact cards).
70. Review paperwork associated with, and complete paperwork associated with critical events such as injury on-duty reporting, use-of-force and vehicle crash/damage reports, consent to search forms, and other high profile incidents.
71. Review written reports produced by subordinate personnel (e.g., traffic and general citations, Incident Case Reports, Traffic Crash Reports, etc.) to ensure their accuracy, completeness, detailing of the elements, appropriate spelling and grammar, etc.; Approve or reject reports.
72. Review general orders, special orders, policies and directives.
73. Review e-mail and other communications in order to determine responsibilities for self and staff.
74. Verify and approve inventory of property and ensure the security of inventoried property under department control.
75. Complete supervisor's management log to record patrol activities performed during the watch and forwards log to Commander/Executive Officer at end of tour.
76. Direct officers to document vehicle/equipment damage on appropriate reports and review these reports.
77. Notify DSS of any overtime required for self or officers.
78. Document and secure evidence, determine amount taken in, validate amounts, etc.
79. Investigate and resolve Complaint reports (e.g., CL, CR, etc.) and attach appropriate documents (e.g., Case Report, Arrest Report) in order to provided required documentation of complaint.
80. Review facts and circumstances of officers' involvement in traffic accidents and determine if accidents were preventable or non-preventable as required by Department directives.
81. Conduct detailed inspections in order to ensure that officers have proper weapons, ammunition, vest, flashlight, etc., and that weapons, vehicles, and equipment are clean and in good working order.
82. Completes or reviews required reports relating to Traffic Crash Reports as outlined in department directives and ensures driver and witness statements are obtained.
83. Review items on relevant computer systems in order to identify any computer-generated reports and tickets produced by subordinates that were rejected by supervisor or Central Records personnel and ensure proper completion.
84. Review crime statistics in order to identify crime patterns.
85. Read CPD daily bulletin in order to stay apprised of current events and activities.
86. Review court notification and/or subpoena log in order to determine staff scheduled to attend court.
87. Perform special duties and projects as assigned by supervisor.

88. Review elective time/comp. time and determine whether to allow personnel time off in order to maintain appropriate staffing levels.
89. Review reports and citations to develop summaries of significant events that occurred for the beat or watch in a specified period in order to complete required reports.
90. Access data in CPD computer databases in order to obtain information for responding to requests, verifying information, etc.; Conduct intranet searches to obtain information.
91. Prepare attendance and assignment sheets daily.
92. Use reference materials, such as directories, software or equipment manuals, and dictionaries in order to obtain information to support job duties.

Important Job Tasks

93. Review general and traffic arrest citations in order to document the validity of the citations.
94. Review crime statistics in order to identify the effectiveness of special details.
95. Review and analyze crime statistics, service-call data and other relevant information to make appropriate recommendations, to improve operational efficiency and to prepare relevant reports.
96. Maintain personal calendar of events (e.g., court appearance dates, city events, and payroll activities) in order to ensure job duties are carried out as needed.
97. Compose routine correspondence (or reports) to communicate important information to the district, beat, etc.
98. Issue and document supplies and equipment (i.e., radio, etc.) to employees.
99. Enter data from reports, logs, etc., into CPD computer databases in order to track activity, missions, etc.
100. Determine whether to approve special employment opportunities.

Internal Supervisor Complaint Investigations and Employee Grievances

Essential Job Tasks

101. Interview and take statements from citizens and employees regarding complaints in order to determine facts, determine whether to file a formal complaint, explain relevant policies and procedures to the complainant, etc. ; Meet with citizens regarding complaints, concerns or questions.
102. Review General Orders, Special Orders, ICS, Municipal Code, and other policies and procedures, etc., in order to obtain information necessary for responding to complaints.
103. Investigate situations involving officer use of force, incidents of battery on a police officer, and officer weapons discharges, and ensure all reports are completed and submitted to the DSS—complete TRRs.
104. Investigate situations involving officer injuries and complete appropriate reports.
105. Ensure a complete thorough and timely investigation is conducted.
106. Complete appropriate initiation reports regarding complaints received against officers, contact IPRA and ensure all proper notifications are made.

- I 07. Complete all forms related to complaint investigation (e.g., To-From Subject Report), finding, and disciplinary recommendations and forwards them through the chain of command.
- I 08. Contact accused officer in writing, verbally inform the officer of administrative or criminal rights, notification of charges, waiver of counsel, etc and complete appropriate forms.
- I 09. Create a Complaint Log (CL) number within designated time limits, and notifies complainants and DSS of CL numbers.
- I 10. Contact complainant when assigned CL, and request an affidavit if they wish to move forward with the complaint and interview them to obtain a clear understanding of the incident.
- I 11. Review all interview and investigation information, whether the statements are sustained, not sustained, unfounded, or exonerated, according to department directives and recommend any disciplinary action based on the finding.
- I 12. Interview accused officer to obtain a statement and/or written report answering the allegation(s).
- I 13. Conduct internal investigations regarding complaints and other violations, monitor progress of internal investigations and make appropriate recommendations.
- I 14. Make appropriate determinations regarding CL initiation, the use of SPARS, how the type of complaint affects the investigation, etc.
- I 15. Maintain confidentiality of various personnel issues and investigations.

Important Job Tasks

- I 16. Complete and attach appropriate documents (e.g., court records and Comp. Time forms) in order to document whether an officer attended court.

General Law Enforcement Activities

For the following statements, a CPD sergeant may either perform the task OR ensure that the task is performed by subordinate police officers:

Essential Job Tasks

- I 17. Drive automobile in a non-emergency mode in order to travel to locations as required by job duties or to carry out patrol duties.
- I 18. Operate police equipment (other than the vehicle) in the course of routine patrol operations (including a police radio, PDT/computer, phone, flashlight, etc.).
- I 19. Enforce state, and local laws and ordinances and/or supervise the enforcement of such laws.
- I 20. Respond to routine calls for service to serve as back-up to patrol officers.
- I 21. Drive police automobile in an emergency mode, using equipment such as blue lights and siren in order to arrive at sites as quickly and safely as possible.
- I 22. Ensure protective pat-search of suspects in order to ensure safety.
- I 23. Ensure that a suspect is searched and the area within suspect's immediate control incident to arrest.

- I24. Coordinate outdoor searches (e.g., line or grid search) in order to locate suspects, missing persons, evidence, etc.
- I25. Ensure that suspects are appropriately subdued using verbal commands and appropriate physical force (e.g., OC gas, batons, guns) in order to take them into custody; Includes the use of force up to and including deadly force as necessary.
- I26. Pursue or monitor the pursuit of suspects in police automobile after noting evidence of appropriate violations of criminal law in order to stop them for further investigation or enforcement.
- I27. Coordinate indoor searches in order to locate suspects or evidence.
- I28. Participate in warrant briefing by ensuring that coordinating officer covers pertinent details (e.g., interior description and safety issues) and provide instructions and information as needed (e.g., assignments, procedures to follow, and back-up plans) in order to ensure that the warrant is safely executed.
- I29. Ensure that offenders are arrested in order to enforce laws.
- I30. Ensure that vehicle searches are conducted in order to locate evidence, in accordance with legal guidelines.
- I31. Ensure that suspects are questioned in order to gain information to determine whether a violation of criminal or traffic law has occurred.
- I32. Respond to routine calls for services as a primary call-taker or patrol a beat/sector as a primary responding police officer, when needed.
- I33. Ensure medical attention (first aid, CPR, etc.) is provided in order to preserve life.
- I34. Ensure that officers provide safety, security and crowd control at target locations (e.g., special events, sporting events, etc.).
- I35. Ensure that Miranda Warnings are administered in order to ensure suspect is afforded Constitutional rights.
- I36. Ensure that suspects are pursued by foot in order to apprehend them.
- I37. Notify officers of changes in court dates as appropriate.
- I38. Testify in court in order to present personal observations and actions relating to causes being tried, and evidence regarding violations of criminal or traffic law.
- I39. Monitor activities during emergency operations in order to ensure equipment is distributed and collected as needed and that service to the community is maintained.
- I40. Review search warrant after seizure of property in order to ensure that seized items are accurately documented and inventoried.
- I41. Review documents and discuss cases with other involved officers, experts, etc. in order to prepare for court testimony.
- I42. Ensure that officers talk with community residents and employees of businesses in order to establish rapport and gather information regarding criminal activity.
- I43. Ensure that officers appropriately determine whether to require substance abuse testing for drivers involved in traffic accidents.

- I44. Ensure that officers provide aid to stranded motorists by radioing for assistance or by transporting to a place of safety.
- I45. Ensure that officers appropriately perform vehicle inventory incident to arrest or impound.
- I46. Ensure that officers follow-up with citizens who have reported a problem in order to determine if the problem has been resolved and to inform them of police actions taken.
- I47. Ensure that officers check drivers' licenses, insurance cards, etc., in order to ensure drivers have required documentation.
- I48. Ensure or initiate traffic stops for observed violations and enforce traffic and parking laws/ordinances, when necessary.
- I49. Notify court, per DSS approval, of officers who are unable to attend scheduled appearances.
- I50. Participate on entry team in order to execute the warrant.

Important Job Tasks

- I51. Provide directions, general information related to geographic area of assignment, etc., in order to provide a public service.
- I52. Ensure that officers discuss state laws, city ordinances, CPD policies, etc. with suspects and other citizens in order to inform them, as needed.
- I53. Ensure that officers observe activity in a public area, on-site or via video camera, in order to maintain security of assigned area.
- I54. Discuss with court personnel issues such as scheduling conflicts which prevent court attendance, dates for rescheduled cases, etc.

Important Specialized Job Tasks

- I55. Complete application for a search warrant in order to document probable cause for obtaining the warrant, scope of the search, etc.
- I56. If needed, review search warrant in order to ensure the validity of the warrant (e.g., correct address, signature of judge, and timeliness) and to become familiar with the details of the warrant.
- I57. If needed, review application for a search warrant in order to ensure that all necessary information is included and is accurate (e.g., probable cause has been established, information is correct, scope of proposed search is appropriate, elements of a crime have been established etc.)
- I58. If needed, ensure appropriate personnel and equipment (e.g., ram, entry tools, raid vests, etc.) are present in order to safely execute the warrant.
- I59. Conduct debriefing meeting with officers involved in serving a warrant in order to discuss techniques that worked well, problems encountered, possible changes in procedure, etc.

Incident Command and Field-Operations/Management Activities

Essential Job Tasks

- I60. Talk to officers on the scene in order to ascertain facts relevant to the scene.
- I61. Observe the scene in order to ensure appropriate responses are being made.

162. Command and supervise ongoing suspect pursuits by instructing officers on actions; evaluate pursuit, decide whether the pursuit should be continued or terminated and respond immediately to the pursuit termination point; Determine whether the safeties of citizens or officers is at risk and make sure police pursuit complies with Department Directives (conduct balancing test).
163. Respond to incidents and assume command of the scene until relieved by command of a higher-ranking officer from the patrol division.
164. Respond to any calls that are in progress (e.g., shootings, burglary, shots fired, domestic violence calls) when needed; assume command of the scene until resolved or relieved by command of a higher-ranking officer from the patrol division.
165. Monitor and supervise incident scenes to protect the scene, including establishing an inner and outer perimeter; ensure scene access for all emergency medical personnel.
166. Direct the security of the crime scene (e.g., tape off scene) upon arrival in order to preserve evidence.
167. Respond to serious incidents (hazmat, suspicious packages, bomb threats, school violence, HBT, high profile incidents, etc.) as a supervisor; assume command of the scene until relieved by command of a higher-ranking officer from the patrol division.
168. Coordinate and direct the actions of officers at incident scenes; provide expertise and guidance at the scene while serving as an initial incident commander.
169. Notify chain of command in the event of a serious injury or death.
170. Ensure contact is made with resources external to CPD [e.g., Chicago Fire Department, ambulances, other city departments, other law enforcement agencies, and FBI] in order to ensure appropriate response to the incident (via OEMC).
171. Notify contact is made with emergency units and public resources (e.g., Chicago Transit Authority, METRA, utility companies, media, ambulance service) of an incident scene (e.g., gas main leak, hazardous materials spill, barricaded gunman, large crime scene, accident) in order to minimize the impact on the public (via OEMC).
172. Ensure proper notifications are made to appropriate CPD resources (e.g., SWAT, K-9, News Affairs, and/or detective bureau) in order to ensure appropriate response to the incident.
173. Assign tasks and provide direction to officers and personnel on scene and off scene.
174. Determine if situation requires a SWAT response (for example, barricaded gunman or hostage situation).
175. Be responsible for and make tactical and/or operational decisions at an incident scene (e.g., barricaded hostage, methods of apprehension, etc.), until relieved by a higher ranking officer.
176. Acknowledge via radio that you will respond to the incident scene.
177. Ensure bystanders, news media are kept clear of victims, while controlling scene safety.

178. Interview suspects, victims, and witnesses in order to obtain facts of the incident (e.g., regarding injuries, OC gas usage, or events witnessed).
179. Ensure evidence is secured until it is appropriately processed.
180. Determine need for evacuation of streets or structures in order to ensure public safety.
181. Direct responding resources under your control (e.g., officers, detectives, and/or I.D. technicians) regarding actions necessary to ensure appropriate resolution of the incident.
182. Orally communicate with command staff and/or other appropriate units in order to keep them apprised of relevant information.
183. Develop a plan of action for implementing an evacuation (e.g., exits to use and route of escape for evacuees) in order to ensure a safe operation.
184. Ensure adequate personnel allocations for calls for service.
185. Ensure that controlled substances are secured and inventoried in order to maintain chain of custody.
186. Establish a command post at incident or event scenes by identifying a proper location near the scene that has good access, in order to establish a central location for coordinating activities.
187. Receive an oral briefing with officers regarding preliminary investigation of incidents; question officers to ensure proper adherence to Department Directives, and direct future actions as necessary.
188. Supervise the collection of evidence in order to ensure appropriate procedures are followed.
189. Determine areas to patrol based upon such factors as crime statistics, citizen requests, intelligence, supervisory direction, directed patrol requests, etc., in order to impact the crime rate in those areas.
190. Serve in the role of the District Station Supervisor (DSS) as needed and perform all duties associated with this role.
191. Set up a staging area at incident or event scenes in order to provide a location for responding or participating resources.
192. Provide incident management at major traffic scenes.
193. Advise personnel regarding appropriate procedures, applicable laws and department policy.
194. Request specialized units from other CPD units or external resources as needed (state patrol, fire department, etc.) in order to ensure appropriate response to a violation.
195. Ensure that a crime scene log is created in order to document who has been on the crime scene.
196. Send messages via Portable Data Terminal (PDT) in order to disseminate information regarding the incident.
197. Conduct debriefing with subordinates after a critical incident to improve future performance.
198. Orally communicate with specialized CPD units, external agencies and/or the media at an incident scene.
199. Direct crowd control team (e.g. monitor actions and provide instructions) in order to coordinate officers for crowd control.

- 200. Direct activities during the detail or special event by communicating instructions and information to personnel staffing the event.
- 201. Gather information about concerns specific to a sector/district, identify problems and develop and implement methods to target these concerns.
- 202. Orally provide information to Office of News Affairs regarding the incident.

Important Job Tasks

- 203. Oversee external investigations, review documentation and provide appropriate guidance and management, as necessary.
- 204. Conduct planning and coordination for special events within your patrol district (e.g., local festivals, etc.)

Important Specialized Job Tasks

- 205. Formulate contingency plans for large scale events.
- 206. Plan specific tactical operations (e.g., DUI checkpoints, vehicle assaults, drug stings, speed traps, underage-alcohol-violation stings, raids, etc.).

Communications and Public Service

Essential Job Tasks

- 207. Discuss significant activities with personnel from other shifts in order to ensure that pertinent information is passed along.
- 208. Orally communicate with your chain of command in order to coordinate routine work activities or exchange routine information.
- 209. Orally communicate with individual staff in your district in order to coordinate routine work activities or exchange routine information.
- 210. Provides support for individuals who have encountered stressful situations (e.g., officer involved in a shooting or individual who has experienced a death in the family) in order to provide support and assistance; refer individual to employee assistance.
- 211. Explain policies, procedures, or laws to citizens, other CPD personnel, employees of other departments, suspects who want to see a supervisor, etc., in order to respond to questions, clarify information, etc.
- 212. Discuss cases and criminal activity with representatives of other law enforcement agencies (local and state) in order to coordinate investigations, arrests, exchange of property, etc.

Important Job Tasks

- 213. Orally communicate with personnel of other CPD areas in order coordinate routine work activities or exchange routine information.
- 214. Discuss with individual citizens complaints about actions or events related to your work unit in order to address their concerns.
- 215. Discuss with individual citizens problems they consider to fall under the jurisdiction of CPD, in order to gather information for determining appropriate CPD response or to refer the citizen to an appropriate resource.

216. Explain procedures for securing residences or businesses to make them less likely to be a target of crime, etc., in order to provide a public service.
217. Orally communicate with personnel of other City departments in order to coordinate routine work activities or exchange routine information.

Training Activities

Essential Job Tasks

218. Qualify on firing range by completing shooting exercises at required level of proficiency.
219. Instruct subordinates on an individual basis in order to correct deficiencies and facilitate development of new skills.
220. Attend In-Service trainings to update relevant job knowledge (e.g., CAPTS, suicide awareness, DNA technology, child safety car seats, etc.).

Important Job Tasks

221. Request training/instructional courses.
222. Develop roll call training materials in order to ensure that appropriate information is disseminated to CPD employees and administer such materials during roll call (e.g., ensure new policies/directives are communicated and understood by all, etc.).
223. Train other personnel and new officers in a field-training or classroom environment.
224. Ensures compliance with online training programs (e.g. e-learning, streaming videos, etc.)

Appendix B

List of Essential Knowledge Areas for a Sergeant in the Chicago Police Department Patrol Bureau

KNOWLEDGE AREAS

1. Policies and procedures involved in handling critical supervisory issues/events including use of force incidents, vehicle pursuits, etc.
2. Law enforcement methods, approaches, procedures and policies that define and limit the powers and authority of law enforcement (e.g., weapons, use of force, warrants, arrests, investigative stops, orders of protection, etc.).
3. IL Compiled Statutes concerning criminal offenses (e.g., Offenses against persons, property and the public health or safety; criminal code, etc.)—ICS 720.
4. Policies and procedures involving the officer's and supervisor's role/duty in the response to critical incidents (e.g., active shooter, police involved shooting, barricaded suspect, etc.). This includes the supervisor's duty at such scenes and issues related to incident command and management.
5. Policies and procedures related to securing of crime scenes and conducting preliminary investigations (e.g., securing the scene, witness interviews, canvassing the scene, etc.).
6. Constitutional law and recent and seminal court decisions affecting law enforcement (e.g. search and seizure, authority to detain and arrest, interviews and interrogations, Terry v. Ohio, Miranda v. Arizona, etc.).
7. Policies and procedures related to felony arrests, search and seizure, warrants and related issues.
8. IL Compiled Statutes concerning families (e.g., IL domestic violence act, etc.)—ICS 750.
9. IL Compiled Statutes concerning children (e.g., missing children registration act, abused and neglected child reporting, missing children records act, etc.)-ICS 325.
10. Policies and procedures related to the processing and transport of persons under department control (e.g., arrestees, lockup procedures, bonding procedures, felony approval of charges, etc.).
11. Policies and procedures involving the handling of special populations (i.e., juveniles, mentally ill, witnesses/complainants, etc.).
12. IL Compiled Statutes concerning vehicles (e.g., traffic enforcement/law, vehicle theft, DUI, etc.)—ICS 625.
13. Legal considerations concerning the interview process (e.g., Miranda, juvenile interviews/questioning, etc.) and interviewing method and techniques (e.g., interviews with sensitive victims, videotaping requirements, canvassing for witnesses, etc.).
14. Policies and procedures related to the handling of emergency responses, major incidents and special operations (e.g., Hazmat incidents, school violence, shootings, HBT incidents, etc.).
15. Chicago Municipal Code (e.g., gun possession, traffic, licenses, vendor violations, permits, disorderly conduct, use of weapons, etc.).
16. Criminal classification of incidents according to the internal Incident Reporting Guide, as well as non-criminal classification of incidents.

17. Department personnel policies, procedures and rules (e.g., SPAR, CR investigations, etc.) involving discipline, internal/external complains, grievances and related supervisory matters.
18. IL Compiled Statutes concerning criminal procedural law (e.g., grand jury, trial procedures, probable cause, preliminary hearings, reasonable doubt, etc.)—ICS 725.
19. Law enforcement supervision, management and leadership techniques and principles.
20. Notification requirements and other communication procedures internal to CPD (e.g., written and verbal notifications, situations requiring notifications, PDT, radio, etc.).
21. Policies and procedures defining the scope of duty of police officers and police supervisors, including command authority and rights of management.
22. Policies and procedures defining the scope of duty of police officers and police supervisors, including command authority and rights of management.
23. Personnel policies and procedures that allow for proper supervision of subordinate personnel (i.e., sick leave usage, performance of duties, conduct of duty/professional conduct, etc.)
24. Department and external computer resources and databases (e.g., NCIC, LEADS, CPD Intranet, CLEAR system, CABOODLE, internet, etc.).
25. Local collective bargaining agreements for various entities to include the rights of officers, civilian staff, etc.
26. Crime conditions, trends, patterns and crime reduction strategies (e.g., CAPS initiatives, SOPs, current department strategies, current department missions, etc.)
27. Community policing strategies, policies, techniques and other general or department problem-solving efforts.

Appendix C

Practice Questions for the Written Job Knowledge (Qualifying) Examination and Answer Key

For the practice quiz below, review the following policies:

GO-04-02, GO-02-01-02, SO-04-22-03, SO 04-22-03, E02-07, U03-03, E03-01-09, E01-05, E01-07, E02-02-02, UI9.1503, GO 09-06, GO 03-03-02, and GO 06-06.

Practice Questions

1. Officer Jones has been assigned to protect a crime scene during the preliminary investigation. A news media reporter asks to enter the crime scene within the red tape zone. In this situation, according to GO 04-02, "Crime Scene Protection and Processing," Officer Jones should _____.
 - a. allow entry to the reporter because she has a First Amendment right to cover the crime
 - b. allow entry to the reporter if she has valid media credentials
 - c. deny entry because news media personnel are not listed as individuals who are permitted to enter a protected crime scene
 - d. deny entry if the reporter is accompanied by a camera crew
2. Which statement is TRUE regarding HIV testing of Department members?
 - a. HIV testing is required before a member joins the SWAT team.
 - b. HIV testing is not allowed for any Department position
 - c. All police recruits are subject to HIV testing.
 - d. All Medical Services Section personnel are subject to annual HIV testing.
3. An officer issues a false burglar alarm citation to a business, but the manager refuses to accept the written citation. The officer should _____.
 - a. arrest the manager for Disorderly Conduct (8-4-010 MCC)
 - b. affix the citation to a door and record the location in the comments box of the citation
 - c. issue an ANOV citation for Obedience to Police (9-40-030 MCC)
 - d. mail the violator's copy to the business via certified mail
4. Following the issuance of an ANOV for false burglar alarm, officers will return to service with which Miscellaneous Incident Exception Code?
 - a. 19P
 - b. 14N
 - c. 14P
 - d. 19N

5. When an employee is entitled to bereavement leave and the funeral is to be held out of Illinois and beyond the states contiguous thereto, the employee will get how many days of consecutive leave?
- a. Three
 - b. Four
 - c. Five
 - d. Six
6. Which state qualifies as a “contiguous state” when time off for bereavement leave is being determined?
- a. Minnesota
 - b. Kentucky
 - c. Tennessee
 - d. Ohio
7. An officer has stored personal items inside a Department desk. Under which condition may this member’s personal property (inside the desk) be subject to an administrative search?
- a. If the member is given at least one hour’s notice prior to the search.
 - b. Only upon the procurement of a search warrant.
 - c. Only if there is probable cause to believe that a Department regulation or any local, state or federal law is being violated.
 - d. At any time without prior notice.
8. Which of the following will be investigated by the Medical Integrity Unit?
- a. A member will be on extended leave after a recurrence of cancer.
 - b. A member has three medical events in a 12-month period.
 - c. A member is alleged to have deliberately exaggerated a psychological impairment in order to remain in a Department medical program longer than medically necessary.
 - d. An anonymous complaint is received on the MIU website alleging that a member made a false claim of illness.

9. You are the firearms supervisor on the range and will be seeing Officer Jones, a nursing mother, for her annual weapons qualification. Upon her arrival, you will take what action?
- a. Ensure that Officer Jones has brought with her the required protective clothing.
 - b. Ensure that Officer Jones is the only individual on the range at the time she discharges a firearm on the range.
 - c. Provide Officer Jones with a changing facility to don her protective clothing.
 - d. Provide Officer Jones with a signed overtime slip if her scheduled appointment is outside of her regular working hours.
10. When presented with copies of the notice of indebtedness for a subordinate, the supervisory member must _____.
- a. immediately obtain a log number for a violation of Rule 6--Disobedience of an order or directive, whether written or oral
 - b. present the affected member with one copy of the notice of indebtedness
 - c. initiate summary punishment and present a SPAR to the affected member, following the procedures outlined in the Department directive
 - d. inform the affected member that he/she cannot return to duty until proof of indebtedness payment has been submitted
11. You are assigned as the 26th District DSS for the 5th period. Officer X, who is a bid officer working the 3rd watch, has received a notification to appear in court for a murder trial that is expected to last at least a week. Are you authorized to change the watch of Officer X so that she can attend court on those days?
- a. Yes; as the DSS, you can change the watch assignments for officers appearing in court in excess of two consecutive days.
 - b. No; only the district commander (or in his/her absence, the executive officer) can authorize a change in a bid officer's watch assignment.
 - c. Yes; however, the officer must submit a "To-From" agreeing to a change in her watch assignment.
 - d. No; because of bargaining unit restrictions, Officer X cannot be placed on any watch other than the watch she successfully bid to work.

12. While conducting roll call inspection, Sergeant Ruiz observes that Officer Jenks is wearing white socks with his military combat-style boots. Is Officer Jenks authorized to wear white socks as part of the prescribed uniform?
- a. Yes, because Officer Jenks is wearing boots.
 - b. Yes, because white socks are now permitted for everyday wear.
 - c. No, because any portion of exposed socks must be black.
 - d. No, because no part of any sock should be exposed, regardless of color.
13. Officer Thomas posted a picture of his Tactical Team participating in the St. Jude March on his Facebook page. The picture shows them in full uniform with the caption, "Chicago's Finest." This post would be permitted by the Department, provided that _____.
- a. Officer Thomas had the permission of the superintendent of police to post the picture
 - b. Officer Thomas posted the picture at home using his own personal computer
 - c. Officer Thomas had the permission of each officer in the picture to post it
 - d. Officer Thomas did not make any negative comments about any officers in the picture or the Department
14. An officer under your supervision is dispatched to a Priority 3 call. As the patrol sergeant, you immediately proceed to this call to back-up your officer, as all other officers are tied up on active calls. You determine that an emergency response is necessary. As you are driving an unmarked vehicle, what procedures are required for safety and compliance in addition to those that would be required for a marked vehicle?
- a. Obey all applicable traffic laws during your response.
 - b. Do not activate the siren in order to maintain the discreet appearance of the unmarked vehicle.
 - c. Maintain a speed that is no greater than 10 mph over the posted speed limit.
 - d. Activate the high-beam flashing headlights.

15. You are currently the highest-ranking supervisor at the scene of an incident that you believe will result in a mass arrest. When declaring a mass arrest incident, you should consider which of the following factors?
- a. The capacity of the detention facilities.
 - b. The capability of the mass arrest to either deter or provoke future unlawful incidents.
 - c. The prior criminal history of the detainees.
 - d. The total number of officers on scene at the incident.

ANSWER KEY for 15-item practice test

| Item | Correct Answer | Citation/Location of Correct Answer |
|-------------|-----------------------|--|
| 1 | C | **GO 04-02 III H 1-6 |
| 2 | B | ** GO 02-01-02 II D. |
| 3 | B | ** SO 04-22-03 IV, A, 2 (a)(b) |
| 4 | B | **SO 04-22-03 IV C. |
| 5 | C | **EO02-02-07, IV. B. |
| 6 | B | **EO02-02-07, IV. B. |
| 7 | D | **U03-03, VI. A. |
| 8 | C | **E03-01-09, II. B. |
| 9 | B | **E01-05, V, B, 5 |
| 10 | C | **E01-07, IV, B, 6 |
| 11 | A | **E02-02-02, V,A,4 |
| 12 | C | ** U19.1503 |
| 13 | C | ** GO 09-06-C4 |
| 14 | D | **GO, G03-03-02, Section III A. & B. |
| 15 | A | **SO, S06-06 II.B. |

Appendix D

Preliminary Examination Plan

Chicago Police Department—Preliminary Written Examination Plan for the rank of Sergeant

| Source Material | % Sgt.* |
|---|--|
| Internal Sources | |
| General Orders (from Directives System), as listed previously | Approximately 1/3 of the exam |
| Special Orders (from Directives System), as listed previously | Approximately 20-25% |
| Employee Resources (from Directives System), as listed previously | Approximately 5-10%, from both combined |
| Uniform & Property (from Directives System), as listed previously | |
| Rules & Regulations of the Chicago Police Department | Approximately 5-10%, from combined source material |
| Incident Reporting Guide | |
| Field Reporting Manual | |
| CPD Training Bulletins | |
| Agreement between the City of Chicago Department of Police and the Fraternal Order of Police (FOP) Chicago Lodge No. 7. | Less than 5%, from both combined |
| City of Chicago Agreement with Public Safety Employees Unit, Unit II | |
| External Sources | |
| ILCS 625- Illinois Vehicle Code | Approximately 5% |
| ILCS 720- Criminal Offenses | Approximately 10% |
| ILCS 725- Criminal Procedure | Approximately 5%, from both combined |
| ILCS 750- Family Act | |
| CPD Legal Bulletins | Approximately 5-10%, from both combined |
| Chicago Municipal Code | |
| TOTAL | 100% |

* The above percentages are approximations of the final item totals. While the internal examination plan is specific in nature, this is presented to provide you general guidance in preparing for this examination.

- Examination questions will be drawn directly from the above sources. Correct answers to test items are also identified directly from the above source material.
- For more detailed information about the sources please refer to examination reading list.