

You have 1 minute to read these instructions and ask questions.

INSTRUCTIONS

You will hear 3 different calls appropriately named Call #1, Call #2 and Call #3. You are provided with a space for taking notes on these calls and a list of facts regarding the call. Your notes are for your own use, we do not grade your notes. You may abbreviate any way you wish. Listen to the information and take notes. Next mark the boxes that are factual regarding the call. The information must be entirely accurate, not somewhat accurate. You will receive plus points for marking accurate information, minus points for marking inaccurate information.

When the final tone sounds you will turn to the next call and begin to take notes. Repeat this process through Call #3.

WORK COMPARISON

When a Telecommunicator takes emergency and non emergency calls, there is a need for strict attention to details and focus. One simple mistake in an address could result in death. Responders rely on call takers and dispatchers to relate an accurate depiction of a call, without errors or presuming. During this assessment you will have an opportunity to hear information commonly heard during 911 calls. We are interested in assessing how accurately you can gather and relay information. When you hear the ticking turn the page and prepare to begin. You will hear a tone to begin. You will hear a tone to stop, when you hear that tone, put your pencil down and stop working.

NOTES FOR CALL #1

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slightly textured appearance and some minor discoloration or faint smudges, particularly towards the bottom left corner where there's a small dark mark. The overall tone is off-white or light cream.