2019 1st Level Fire Supervisor Orientation Guide

Philip D. Murphy, Governor
Sheila Y. Oliver, Lt. Governor

Deirdre' L. Webster Cobb, Esq. Chair/CEO

This guide is being provided specifically for symbols announced in February 2019 and make-up candidates for the 2017/2018 administration. Though this guide will remain on our website between administrations, always check back on the date of a new announcement for any changes specific to the new testing cycle.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

Table of Contents

I. INTRODUCTION ..... p. 1

II. DESCRIPTION OF THE EXAMINATION ..... p. 1-7
A. Test Date, Time, and Location ..... p. 1
B. Test Security And Candidate Pledge ..... p. 2
C. Description of Test Format ..... p. 2-4
D. Suggested Reading List.. ..... p. 4-5
E. Administrative Logistics ..... p. 5-6
F. Final Scoring ..... p. 6-7

III. CIVIL SERVICE COMMISSION POLICIES ..... p. 8-9
A. Make-Up Policy ..... p. 8
B. ADA Accommodations ..... p. 8
C. Post Examination Review Policy ..... p. 9
D. Examination Cancellation Policy ..... p. 9
E. Study Groups ..... p. 9

IV. EXAM PREPARATION STRATEGIES ..... p. 10-18

V. SAMPLE EXERCISES ..... p. 19-34
A. Written Multiple-Choice Test ..... p. 19
B. Oral Arriving Scenario ..... p. 25
C. Oral Evolving Scenario ..... p. 29

VI. CONCLUSION ..... p. 35

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

I. INTRODUCTION

The New Jersey Civil Service Commission (CSC) has prepared this orientation guide for the 1st Level Fire Supervisor promotional examination. The information in this booklet is designed to help candidates understand the testing process and answer many of their questions about how to prepare for the examination. The exam for promotion to 1st Level Fire Supervisor will consist of the five following dimensions:

#	Component	Dimensions
1	Written Multiple-Choice	Fireground Technical Knowledge
2	Oral	Fireground Evolving Oral Exercise
3		Fireground Arriving Oral Exercise
4		Oral Communication

The exam has been designed on the basis of information obtained from a job analysis of the position of 1st Level Fire Supervisor in the State of New Jersey. The job analysis provides a description of the tasks performed by incumbents and identifies the knowledge, skills, and abilities that are required to perform each of these tasks effectively.

We are providing this orientation guide in order to better assist you in preparing for the exam. We also recognize that a considerable amount of the anxiety associated with participation in the promotional assessment process is related to the novelty of the procedures that candidates encounter. From the information presented in this guide, candidates should be able to get a better understanding of the types of questions they will encounter on each exam component and a systematic method of study which they may use in preparing for the exam.

We encourage candidates to review this guide carefully and to take advantage of any and all opportunities to prepare for the exam.

II. DESCRIPTION OF THE EXAM

A. Test Date, Time, and Location

Approximately two to three weeks before the test date, candidates will receive a notice in the mail that shows the date, time, location, and room to which they should report for their examination.

The Written Multiple-Choice component is scheduled for May 2019 and the Oral component is tentatively scheduled for November 2019.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

B. Test Security and Candidate Pledge

All candidates will be required to sign a pledge form at the examination center, stating that they understand that the current examination will be administered over different days and that they will not discuss the content of the examination with any other person, study group, or potential make-up candidate. No one is permitted to take personal notes, copy, or remove test material during the administration of the examination.

With the threat of high-tech cheating on the rise, possession of personal communication devices such as cell phones, blackberries, photographic equipment, MP3 players, iPads, smart watches or other similar electronic recording/communication devices is prohibited at test centers. Candidates who are seen with these devices in the test center, even in a power-off mode, **will be disqualified**. The device may also be confiscated to ensure that an attempt was not made to compromise the testing process.

Most candidates scheduled to take the Oral portion of the exam will be sequestered (held in a separate room) either prior to their scheduled test time or after they have taken the examination. This sequester period is required in order to prevent candidates who have taken the exam from interacting with candidates who are scheduled to take the same exam later in the day.

Upon completion of the written testing and oral sequestering process, candidates must leave the testing premises so that other candidates (still involved in the testing) will not be disturbed/ distracted by outside conversations. Failure to obey the rules and instruction before, during, and after the examination may result in a candidate's disqualification from the examination.

C. Description of Test Format

1. Written Multiple-Choice Examination

For this examination component, candidates will be asked to assume the role of a 1st Level Fire Supervisor and respond to a variety of questions associated with situationally-based written scenarios and diagrams reflecting or describing typical job experiences that a 1st Level Fire Supervisor in the State of New Jersey might encounter. Scenarios will describe an emergency incident followed by a number of questions asking candidates how they would address issues associated with the resolution of the scenario.

The 1st Level Fire Supervisor Written-Multiple Choice Examination is designed to assess candidate knowledge in four major areas

Emergency Scene Size-up & Communications – Critical knowledge area relating to fireground size-up and communications during an emergency

Fire Fighting Equipment & Apparatus – Critical knowledge area relating to various types of firefighter equipment and apparatus

Emergency Scene Technical Knowledge – Critical knowledge area relating to fireground operations and firefighting techniques

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

Emergency Scene Safety - Critical knowledge area relating to safety on the fireground

This portion of the examination will be based on generally accepted fire department practices/ procedures and, but not limited to, the reference materials included on the published reading list. All items will have four response alternatives. In responding to an item, candidates will be asked to choose the best response. Candidates will be given credit only for choosing the best response. Candidates will have 2.5 hours to complete the multiple-choice test.

2. Oral Exercises

The Oral component of the 1st Level Fire Supervisor examination will be scheduled on a separate test date. The examination will consist of two separate scenarios (Fireground Evolving and Fireground Arriving) with Oral Communication being measured during both scenarios.

For this exercise, candidates will be presented with two realistic job-relevant situations for which a new 1st Level Fire Supervisor might be confronted. Candidates will have 20 minutes total to study these two scenarios and prepare a presentation for each. These 20 minutes are broken up into a 15-minute preparation period to prepare for the Fireground Evolving Scenario. There will be a 5-minute preparation period inside of the test room for the Fireground Arriving Scenario. For the purposes of this exercise, candidates are to assume the role of a 1st Level Fire Supervisor and assume that their presentation is being made to a superior officer or other party. Following the initial preparation period, candidates will be taken to the exam room where they will make their presentation. Candidates will be given a separate 10-minute response period for each scenario. Candidate presentations will be both audio and video-recorded.

All oral scoring guidelines are determined, prior to the examination administration date, by a panel of Subject Matter Experts. Scoring decisions are based on Subject Matter Expert-approved guidelines that address the situations that are presented.

The assessors for both scenarios will be fire service personnel with 1st Level Fire Supervisor or higher experience. Before evaluating any of the responses, the assessors are given training on the dimensions to be measured and on how to observe and evaluate behavior associated with these job-performance dimensions.

The 1st Level Fire Supervisor Oral Examination is designed to elicit responses associated with the following knowledge, skill and ability (KSA) areas:

Fireground Evolving Scenario

- Technical knowledge and abilities in assessing risk at an emergency scene
- Supervisory knowledge and abilities

Fireground Arriving Scenario

- Technical knowledge and abilities in emergency scene size-up and command
- Emergency scene technical knowledge and abilities

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

3. Response Levels, Apparatus Staffing, and Initial Functions

Initial Response: Engine
Engine
Ladder
Chief Level Officer

Each subsequent alarm that a candidate calls will consist of the **identical** response levels as indicated above (i.e., two engine companies and one ladder company).

If candidates want to call on other specialized companies or resources, they must specifically request them.

In the Fireground Arriving scenario, a candidate should assume that he/she is the **FIRST** arriving and **HIGHEST**-ranking officer arriving with or before the other initial response companies. A candidate should also assume that he/she will remain in command of the **entire incident** (that is, no chief will arrive or relieve them of command, even if they call for them). In the Fireground Evolving scenario, a candidate should assume that he/she could be the **FIRST** arriving and **HIGHEST**-ranking officer arriving OR that he/she could be the COMPANY officer of their designated apparatus depending on what instructions are given in the written scenario.

Apparatus Staffing:

All engines have: 1 First Level Officer, 3 firefighters
All ladders have: 1 First Level Officer, 3 firefighters

D. Suggested Reading List

Please note that the CSC intends to use the book list to assist in the development of test items. More specifically, while the justification for correct responses may be drawn from materials on the reading list, it is not limited to that material. Justification may also be based on the collective Fire Service experience of Subject Matter Experts. When justification is based on experience, care is taken to ensure that correct answers do not conflict with the sources on the reading list.

1. ***Fire Officer's Handbook of Tactics*,** Norman, 4th Edition, 2012. ISBN: 978-1-59-370-279- 3; Publishers Phone Number 800-752-9764.

2. ***Collapse of Burning Buildings*,** Dunn, 2nd Edition, 2010. ISBN: 978-1-59370-233-5; Publishers Phone Number 800-752-9764.

3. ***Fire Officer Principles and Practice*,** Ward, Enhanced 3rd Edition, 2017. ISBN: 978-1-284- 06836-8 Publishers Phone Number 800-832-0034.

4. ***Fundamentals of Fire Fighter Skills (NJ Edition)*,** Enhanced 3rd Edition, 2017. ISBN: 9781284110692

5. ***New Jersey Firefighter Skills Addendum*.** Available free online: https://www.nj.gov/csc/seekers/jobs/orientation

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

The following are reference booklets written by the New Jersey Division of Fire Safety and are included in the Reading/Reference List. These reference booklets are free and can be viewed/ printed at their respective web addresses:

Model Fire Department Incident Management Standard Operating Guides - Booklet 9, New Jersey Division of Fire Safety
https://www.nj.gov/dca/divisions/dfs/publications/publication/reference_booklet9.pdf

New Jersey Personnel Accountability System - Booklet 10, New Jersey Division of Fire Safety
https://www.nj.gov/dca/divisions/dfs/publications/publication/reference_booklet10.pdf

Rapid Intervention Crew Training Guidelines - Booklet 12, New Jersey Division of Fire Safety
https://www.nj.gov/dca/divisions/dfs/publications/publication/reference_booklet_12.pdf

Although the CSC suggests that candidates review the reading/reference list in preparation for the examination, they should not be restricted to the reading/reference material found above. Since some test items will require open-ended responses, candidates will also have to rely on the application of knowledge and the application of administrative and supervisory principles.

E. Administrative Logistics

Candidates should ensure that they arrive at the test site on the correct day and time as indicated on their notification cards. Candidates are advised to arrive at least 15 minutes prior to the scheduled time to ensure that all necessary administrative procedures can be conducted prior to the scheduled start time. Candidates should bring their Notification Card, two forms of identification (including one photo ID), two pencils, two pens and a highlighter to the examination center.

Be aware that this is a closed-book exam. Candidates will not be permitted to bring this Orientation Guide or the reading list reference materials to their test site. In addition, candidates will not be allowed, under any circumstances, to make or receive telephone calls and text messages. Again, cellular phones and other electronic devices are prohibited in the examination center.

CANDIDATES SHOULD MAKE SURE TO MAP OUT A ROUTE TO THEIR TEST CENTER IN ADVANCE AND PLAN TO ARRIVE AT THE EXAMINATION CENTER EARLY, SINCE NO ONE WILL BE ADMITTED LATE.

1. The Written Multiple-Choice Examination

All candidates will be given the appropriate test materials at the same time. Once instructions have been given, the test material will be distributed to all candidates (there is no preparation period). Upon completion of the Multiple-Choice test, candidates will return all test materials to the test administrator, and may leave the test site.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

2. The Oral Examination

Based on the number of jurisdictions participating in this administration, the Oral component may be administered over multiple days with alternate test forms being used. Candidates will only be required to attend the day their jurisdiction is being tested. When administered, one-half of the candidates for a given day will report in the morning and have the exercises administered to them. When finished, the morning group will be sequestered while the afternoon group registers. Once the afternoon group is registered, the holding room will be released.

Once candidates begin the test they will not be allowed to leave the test site for any reason until the administrators have released them. While at the testing site, candidates will not be allowed to move about without the specific approval of the administrators. Access to bathrooms is restricted and all candidates must receive approval and be escorted to and into the bathrooms. Anyone not following these rules will be disqualified. **Absolutely no exceptions** will be permitted.

F. Final Scoring

1. Exam Score

The 1st Level Fire Supervisor promotional exam will consist of four dimensions and are weighted as follows:

Test Component	Dimensions	Weight
Written Multiple-Choice	Fireground Technical Knowledge	35.90%
Oral	Fireground Evolving Oral Exercise	29.49%
	Fireground Arriving Oral Exercise	23.20%
	Oral Communication*	11.42%

The scores for each dimension will be standardized, weighted, and combined to formulate each candidate's overall examination score.

The final score is a sum of the weighted standardized overall examination score plus the weighted standardized seniority score. The component weights for the final exam score are 80% for the overall examination score and 20% for the seniority score. A more detailed description and explanation of the score calculation process will be given to candidates during the examination review period that follows the release of the eligibility lists.

The scoring criteria for this examination has been determined prior to the administration date by a panel of Subject Matter Experts using generally approved fire command, administrative, and supervisory practices as well as reference materials. Scoring decisions are based on the situations that are presented. Only those responses which depict relevant behaviors that are observable and can be quantified will be assessed in the scoring process.

All scores are standardized and only candidates with passing examination scores will have their overall test score weighted 80% and seniority score weighted 20% in determining the final score. Candidates will be ranked based upon this final score.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

Please note that appointments made from the eligibility lists are conditional, pending results of the appeal and make-up processes.

* Oral Communication will be tested during both oral scenarios (Fireground Evolving and Fireground Arriving) and given its own independent score for each one. The weight for Oral Communication will be divided equally among the three scenarios. Therefore, each scenario's oral communication weight will be 5.71 (11.42 / 2 = 5.71).

2. Seniority Score

To a base score of 70.000, one point is added for each year of eligible service up to a maximum of 15. The maximum score for the length of service component is 85.000.

Ten additional points are given for record of service. The record of service component is reduced by disciplinary suspensions occurring within five years of the closing date, by the following rules:

.0025 times the number of days suspended, up to three years from the closing date, and

.00125 times the number of days suspended, from 3 years to 5 years from the closing date.

The maximum possible seniority score is 95.000.

EXAMPLE: 1st Level Fire Supervisor PROMOTIONAL EXAMINATION

Firefighter Brown was made permanent in the Firefighter title on March 22, 1996.
The closing date for the 1st Level Fire Supervisor announcement was September 30, 2004. Brown was suspended for 3 days in 2002, and 2 days in 2000.

a.	3-22-96	Date of regular appointment
b.	9-30-04	Closing date of announcement
c.	8 years, 6 months, 8 days	Time from a - b
d.	8 years, 6 months, 3 days	Minus 5 suspension days
e.	No reduction for layoffs or leaves of absences	
f.	70.000	Base seniority
g.	8 years = 8.000	Points for seniority based on years
	183 days = 0.501	Months converted to days (1 day = .0027397)
	8.501	Subtotal
h.	78.501	Subtotal f + g = length of service component
i.	10.000	Added for record of service
j.	0.0075	3 days suspended within the last 3 years times 0.0025
k.	0.0025	2 days suspended over 3 years up to 5 years times 0.00125
l.	9.990	i – (j + k) = record of service component
m.	**88.491**	**(h + l) = Brown's total seniority score**

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

III. CIVIL SERVICE COMMISSION POLICIES

A. Make-Up Policy

According to the New Jersey Administrative Code 4A:4-2.9(b), make-up examinations for public safety open competitive and promotional examinations may only be authorized for the following reasons:

1. Debilitating injury or illness requiring an extended convalescent period, provided the candidate submits a doctor's certification containing a diagnosis and a statement clearly showing that the candidate's physical condition precluded his or her participation in the examination;
2. Death in the candidate's immediate family;
3. A candidate's wedding which cannot be reasonably changed;
4. Military service;
5. Error by the Civil Service Commission or Appointing Authority.

Make-up requests, with supporting documentation, must be submitted in writing within five days of receipt of the test notification. However, in situations involving an illness, death, or natural disaster that occurs on or immediately before the test date, a request for make-up must be made in writing no later than five days after the test date. Written requests for make-up examinations should be mailed to: NJCSC Make-Up Exam Unit, P.O. Box 310, Trenton, NJ 08625-0310.

All make-up requests based on medical grounds must include a New Jersey Civil Service Commission Medical Authorization for Make-Up Examinations form (DPF-728), completed by the treating physician. This form can be obtained from our website at https://www.nj.gov/csc/about/publications/forms/pdf/dpf-728.pdf or by contacting the CSC's Information Center at (609) 292-4144.

Additionally, your treating physician must provide a separate detailed letter containing a diagnosis and statement clearly indicating why your physical condition will prevent you from taking the examination as scheduled. This letter should include the date the injury/illness began, the date of your last office visit, and the earliest date you can take the test. Information on your leave time from work because of your illness/injury should also be included. The documentation must be on official letterhead, written in layman's terms and legible. If insufficient, untimely, or illegible information is provided, your request will be denied.

B. Americans with Disabilities Act (ADA) Policy

Candidates who require special assistance or ADA accommodations for this exam must check the corresponding box on the "Preferences" tab of their online application, regardless of whether or not they have previously been approved for accommodations with CSC in the past. Candidates who are indicating a need for accommodations for the first time will subsequently be contacted with further instructions.

Upon receipt of their exam notice with the test date, time, and location information, candidates who are already on file with CSC as being approved for accommodations must call (609) 292-4144, extension 1991001, in order to discuss the specifics of their accommodation needs for this exam.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

C. Post Examination Review Policy

A detailed review policy will be provided at the examination center. Subsequent to the date of the written examination, candidates who participated in the examination process will be provided the opportunity to review a keyed test booklet and a photocopy of their answer sheet. An appointment to review the Written Multiple-Choice exam must be made within 5 days of the administration.

D. Examination Cancellation Policy

In the event that circumstances force cancellation of the examination administration, the CSC will attempt to contact your department head, as soon as that decision has been made. In the case of inclement weather, please call CSC's Information Center to find out the status of the examination or listen to your local radio station for further information. To contact the CSC's Information Center, call (609) 292-4144. A cancellation message will also be posted on the CSC's homepage at: https://www.nj.gov/csc.

E. Study Groups

The CSC is not affiliated with any "study group" in the business of preparing individuals for examinations, nor does the CSC recommend participation in any "study group." Further, the CSC does not have authority to control or regulate the activity of "study groups." No "study group" has been involved in the development or review of CSC examinations and, at no time has any examination material been provided to such groups. Finally, the CSC is not responsible for any claims made by "study groups" or the manner in which they represent themselves for advertisement purposes.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

IV. EXAM PREPARATION STRATEGIES

Focusing Attention

The candidate must focus attention on the material to be studied in order to retain it. There are several ways to improve retention:

First, since people tend to pay closer attention to things that interest them than to things that do not, try to make the material more meaningful or interesting. One way to do this is to apply examples of the material back to the workplace. Eliminate distractions from the environment. Distractions compete for an individual's attention and affect recall of the material studied. It is difficult to pay attention to several things at the same time. Instead, people usually switch back and forth, paying attention first to one thing and then the other. Unfortunately, material not given attention will not be remembered. This means that listening to the radio while studying, or studying in a noisy area, will leave gaps in the candidate's memory of the material trying to be learned.

Avoid trying to learn material when tired. Fatigue reduces the amount of material that can be retained. This means that it might be better to get a good night sleep and study in the morning rather than staying up a few extra hours and sleeping late. It is more difficult to maintain focus when normal sleeping patterns are interrupted.

Finally, try to make studying enjoyable in whatever way you can. Since you will spend a lot of time studying, you need to keep things interesting. Take care of yourself physically and mentally, analyze GoPro fire scene videos on YouTube with a group, and take study breaks.

One Method for Studying Individually: SQ3R

SQ3R stands for survey, question, read, recite, and review. These five elements make up a set of study habits that can enhance performance on the test.

SURVEY

Survey means to find the limits or borders of an area. Survey the material to be studied to get an idea of the content and organization of the material before beginning in-depth study efforts.

To survey a body of information, scan it from start to finish. Skimming over the pages will help get an idea of what is to come. In most documents, this type of survey is made much easier by using headings. Bold, large, or major headings introduce big or important elements; smaller headings introduce sub-areas of these important elements. Another helpful overview of the material can be found in summaries such as chapter summaries, overviews, or statements of objectives. Looking over such summaries will allow for a quick view of the important parts or pieces of the material covered. Surveying the study material gives an idea of how long it will take to cover the material. This will help to break the assignment down into reasonable time blocks. Material should be read in chunks of a reasonable size. Focus on a specific section or chunk and ensure understanding before moving on. A chunk might be all of the material under a major heading. If the material under the heading runs for many pages, try reducing the material to be understood to each of the minor headings, taking one at a time.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

QUESTION

Most people need a reason to do things. In studying text material, a question becomes a reason. If some questions can be predetermined, the material to be read will take on more life and be more meaningful.

Before beginning each study session, look over the material you intend to cover. Develop some questions using the list of headings from the chapter or document outline. Write a question for each major and minor heading. Developing questions can provide a reason for reading the material and can help the information become more meaningful.

READ

For most people, reading means the same thing as studying. When they say that they have studied material, they often mean that they have read it through several times. Reading is important, but it will be done more effectively when the survey and question steps have been completed.

The most effective way for a candidate to pace himself/herself is to decide on the number of chunks that will be read and understood in a given study session. Use the questions developed through the previous step as the definition of understanding. Once these questions are answered move on to the next section. A good time to take breaks is between these sections, not in the middle of them. This can be viewed as a reward for successfully completing the reading of each section.

It is important to ensure that the material being read is understood. One way to do this is to look up the definitions of all new and unfamiliar terms. Make a list of the words and phrases that are not understood. If these terms are technical in nature and have not been encountered before, the answer may be in the chapter or document being read. Have a notebook available to mark down each of these terms, leaving a space for their definition. The quicker the terms are understood, the more effective the candidates' studying will be. If the term or word is not technical, but simply a large or uncommon word that is unfamiliar, look it up in a dictionary. It might be helpful to record the definitions of these non-technical terms in a notebook as well in order to keep track of all of the important terms, even those that are understood.

Another good way to make reading time as useful as possible is to mark or underline the text while reading. This will make each candidate a more active participant in the studying process. In addition, it will help candidates to focus on the major ideas. Underlining or highlighting can also make it easier to find relevant material later for review. In marking or underlining the text, the candidate should actually go through the text and underline key words and concepts that are important in understanding the material in the "chunk" being read. The candidate might also make notes right on the text page. Here are a few guidelines to follow when using the underlining and marking method:

1. Read the whole section before doing any underlining or marking.
2. Do not mark or underline too much. The value of the technique lies in highlighting only the most important material.
3. Use ink if possible so that the underlining and notes do not disappear or become unclear in the course of studying.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

4. Use symbols as much as possible. For example, use "?" as a symbol for questions; use "*" to stand for a particularly important idea.

RECITE

It is very helpful to recite with another individual. He or she can ask questions about portions of the material that will make the candidate recite or locate the relevant material in a formal way. It is not necessary to choose someone who is familiar with the material. The person only has to be able to recognize that the response (what is recited) corresponds to what is written in the reference material or notes.

In order to be most effective, recitation should take place quite soon after the material has been reviewed or read for the first time. This is important because the greatest amount of information is lost or forgotten within a short period after it is first learned. Do not try to cover too much information at once. Depending on the number of pages covered, this might be all of the information in one major section or chapter.

REVIEW

Reviewing the areas to be covered by the examination will help each candidate understand and organize the material. The review should also cover the outline of how the material is organized, and where certain topics can be found.

Review is done just before beginning a new study session. In this form of review, the candidate is actually preparing for new learning by strengthening old learning. This helps to ensure that any old learning that is needed as a basis for new learning is correct and available.

Another form of review is done a few days before a test. This review can be done quite effectively in a group with other test takers. This cuts down on some of the chore of pre-test studying and increases the meaning of much of the information. That is, while taking the test, information can be more easily remembered by thinking back to who said what and how the review conversation went.

In summary, the SQ3R method is based on sound learning principles and gives the candidate a simple formula to follow:	
SURVEY	skim the reading material and create manageable "chunks" to study
QUESTION	develop a purpose for reading by posing questions that reading the material will answer
READ	read and re-read the material until it is understood thoroughly
RECITE	write down or talk about what was just learned to improve retention and integrate new information into the knowledge base
REVIEW	look over highlighted text and notes and integrate new information with old information

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

Multiple-Choice Test-Taking Strategies

The purpose of the Written Multiple-Choice Exam is to assess each candidate's knowledge of the specified areas that are listed on pages 3-4, as well as how well this knowledge can be applied to specific scenarios. At times, factors other than knowledge of the tested material can influence performance. These suggestions should help to reduce these extraneous influences and allow each candidate to do his best on the multiple-choice component of the examination:

- Make sure the test format and requirements are understood.
- Read, and/or listen to, all of the directions carefully.
- Make sure the answer sheet is correctly marked. Erase any answers you wish to change completely. Do not cross out.
- Be aware of how much time has been allotted to complete the test. Candidates should check their watches periodically to keep track of the amount of time remaining in the examination period.
- Read each question carefully and make sure it is understood.
- Try to answer the question before looking at the choices. If the answer is known, compare it to the available choices and pick the closest alternative. A thorough understanding of the knowledge areas will allow questions to be answered without looking at the answer choices.
- Since writing in test booklets is allowed, it might be helpful to mark the exam questions in a way that makes them easier to read.
- Use slash marks to break down sentences into small segments. This will make the candidate more attentive to each separate idea in a long sentence.
- Underline key words that tell what a sentence or passage is about. If a question has been skipped, the markings can make it easier to remember what the question was about when revisiting it, without reading the full question or passage again.
- Find and circle words that "harden" or "soften" statements:
    - AND means that one element of the alternative must be present or true in addition to another element for the alternative to be correct (i.e., all statements must be true).
    - OR means that there is a choice of situations. Only one of the elements of the alternative must be present or true for it to be a correct alternative.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

- Proceed through the questions strategically:

  - Skim through all materials pertaining to each scenario at least once before starting to respond to the multiple-choice items.

  - Read each scenario and examine each diagram pertaining to the scenario for a general understanding. Next, read each of the items associated with that scenario and return to the scenario and diagrams to check the details.

  - Answer items in a set at the same time.

  - The multiple-choice exam items will be organized around scenarios and diagrams. As a rule, all test items associated with a set of materials (e.g., narrative, diagrams) should be answered at the same time. It is very time-consuming to re-familiarize one's self with all of the materials for an item left unanswered in a set. If the set of items looks difficult in general, it would be more time efficient to skip the entire set of items and then come back to them later. Whenever a set of items is skipped, be sure to mark them as skipped in the test booklet so they can easily be identified.

- Tackle difficult questions methodically:

  - Do not let unfamiliar words slow your progress. The main idea can usually be grasped without knowing the individual word or fully understanding an individual sentence.

  - Do not be afraid to go with the first answer that comes to mind. It can be changed later but, often, first guesses are correct.

  - Use process of elimination. If the answer to a question is not known, first eliminate those choices that seem completely wrong. Then, put a mark next to each remaining choice to indicate its status (e.g., bad, good, or possible). This will save time by reducing the number of choices needed to be re-read and re-evaluated before selecting your final choice.

- Guess:

  - No more credit will be lost for an incorrect response than for leaving it blank, so it is to each candidate's advantage to respond to every question even if guessing is required. If the examination period is about to end and there will be a substantial number of questions (e.g., more than 5 or 10) that will not be completed, reserve some time (e.g., 60 seconds) toward the very end of the examination period to respond to these questions, even if guessing is the only option. While these guesses may not be correct, the alternative is to leave these questions blank and be assured of getting them wrong.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

- Use extra time wisely:

  - If a candidate finishes the examination before the test time expires, he/she should go back and review the responses. Make any changes that are necessary. Ensure that the answers have been placed on the answer sheet opposite the question being answered and that answer sheet bubbles are filled in completely.

- Finally, remember that exam monitors will be there to help candidates with testing procedures. If there are any questions about the testing procedures, ask for assistance before the test begins.

Oral Assessment Test-Taking Strategies

- Keep in mind that the exercises are set in a generic, hypothetical fire department.

  This is done intentionally so as not to give an advantage to someone with a particular work background. Do not make assumptions about the hypothetical fire department, scenarios, or town. Take action and make decisions based only on the information given.

- The responses, however, should not be generic, but directly related to the narrative and the question asked.

The Oral Assessment Exercises are designed to assess the appropriateness of a candidate's stated actions during presented, job-related situations. If the candidate desires to score well, it is his responsibility to demonstrate to the Subject Matter Experts assessing his exam that he possesses true problem-solving skills that can be applied to changing circumstances and demands, either in simulation exercises or in real-world events. The candidate who only makes general statements without also addressing the specific facts of the scenario may find himself penalized by the assessors.

Compare:

General Statements	Specific to the Scenario
"I'll conduct a detailed size-up…"	"The property is a taxpayer from the 1930's, so we'll have to check for extension in the cockloft; it's midnight, so there will be occupants sleeping in the house..."
"I'll send my crew in to put out the fire."	"I'll send my primary hose team through the front door on the A Side of the house with a secondary team, hoses charged, staged on the D side of the building to check extension on the property next door…"

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1. LCES! SLICERS! COAL WAS WEALTH!

Some candidates believe that by learning a collection of tricks and techniques, they can guarantee themselves a better score on an examination. These tricks may consist of anything from techniques for organizing information (e.g., acronyms), to statements and actions that will lead to better scores. Predetermined strategies are fine as a starting point, but they cannot take the place of knowing the material and successfully applying it to the scenarios presented in the exam.

Candidates are also coached by paid study groups and other parties on how to project a favorable façade (e.g., smile, be courteous, wear certain clothes, etcetera), relying on this to hide deficiencies in performance. While a tailored dress uniform and thanking the Subject Matter Experts for their attention is nice, this will not influence the candidate's score whatsoever: what is said, and how it is presented from an oral communication standpoint, will wholly contribute to his or her score.

How to best prepare for the Oral Assessment Exercises as a candidate comes down to one question: "Is the focus going to be learning tricks and techniques, or on actively preparing for the position being tested?" There appears to be no ready substitute for the hard work and persistence required to advance skill and knowledge levels.

2. Oral communication skills need to be practiced

The oral communication component is perhaps the most overlooked element in the Oral Assessment Exercises. And yet, because Fire Subject Matter Experts have identified being able to communicate clearly and concisely as critical to job performance, doing poorly in oral communication will affect a candidate's score; averaging below a score of 2.5 will make the candidate fail altogether. Therefore, it is in your best interest to prepare for the oral communication components as seriously as the technical components.

The best way for you to improve your skills in oral communication is to videorecord yourself making a presentation on a smartphone or a camera, and then review the video and/or show a friend for an honest critique:

- Choose a sample Oral Assessment Exercise from the Sample Materials section (starting on page 15) and prepare a presentation as you would in a testing situation.
- Use a timer; candidates will have a maximum of ten minutes for each scenario.
- Videorecord yourself, or have a friend record you giving your response for the questions presented.
- Finally, review the completed video for general deficiencies in oral communication. While the list below is not exhaustive, reviewers can consider these elements:
    - ensure that the response was organized, and that you chronologically reported your actions as it would happen on the fireground (i.e., not jumping around).
    - present your response in complete sentences, not with bulleted statements or phrases.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

- make eye contact with the camera, and do not read directly from your notes the entire time. (The candidate will be instructed on the day of the exam to treat the camera as though it was their audience.)
- eliminate any nervous tics that are visible onscreen (e.g., pencil tapping, fidgeting, shuffling papers).
- seem confident in your presentation.
- limit excessive filler words (e.g., “um,” “ah,” “y’know”).
- speak clearly.
- do not ramble and/or repeat the same information over and over. As long as all actions are addressed appropriately, you do not need to use all of the allotted time.
- be mindful of your rate of speech: breathe regularly and slow down when going too fast, eliminate long pauses and quicken your pace when going too slow. (Note: Pausing occasionally to review notes is expected and will not be penalized.)

If you find you are deficient in some oral communication skills, you should continue to practice in front of a camera and re-evaluate your performance. While the assessors are not expecting perfection, the closer you are to it, through practicing your oral communication skills, the better your score will be.

3. Don’t psyche yourself out on the day of the examination.

The exercises are designed to be difficult; again, perfection is not expected. The evaluation is based on a candidate’s *overall* performance on each exercise. Even if a candidate thinks he is not doing well during a response, he should continue doing the best possible work on the remaining exercises. **DO NOT** give up halfway through an exercise! *The only guaranteed way* to fail the Oral Assessment Exercises is to resign: push through and finish the exam.

Studying With Other Candidates

Candidates may also benefit from studying with other candidates dedicated to learning the material (not in paid study groups). Interacting with others is a way to find out what you truly know (and what you truly don’t know), role-play hypothetical scenarios and possible questions/courses of action, and practice oral communication skills. Here are some suggestions for creating a successful study group:

1. Don’t base study partners solely on friendship: look for people who are committed to scoring well, actively participate in training and drills, and have schedules that work well with yours.
2. Don’t make the group too big; a group of three or four people is the ideal size.
3. Designate someone (a moderator) to keep you on schedule. This role can rotate from one meeting to the next.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

4. Decide on the topic you are going to discuss **BEFORE** meeting (e.g., at the end of the previous meeting, on a closed Facebook/WhatsApp group, group text). Looking at a reference book's Table of Contents is a good way to find a topic for discussion. Don't take on too much material for one session.

5. Schedule a **SPECIFIC** period of time for your study group (e.g., 1.5 hours) before meeting; it is the moderator's responsibility to keep to that time. This will prevent the session from dragging on—and you feeling your valuable study time has been wasted.

6. Each participant should thoroughly **PREPARE** and identify key points and areas of confusion within the material to be covered in the group.

7. Discuss and quiz each other on the material. Come into the group well-prepared, but be ready to identify areas that you do not understand—it's expected that you won't know everything.

8. Teach others material you understand, and learn from others who understand material better than you do. When you teach someone else material, you have to know it in much more depth, and you will find it solidifies your knowledge. You may even surprise yourself with how much you know.

9. Make it a goal whenever you speak to keep your message brief, crisp, and to the point. This is good practice for the Oral Assessment Exercises and for real life.

10. At the end of each meeting, each participant should have:

    a. an understanding of what he doesn't know yet/what needs to be studied more, and

    b. what he already knows well so he can prioritize his time.

11. Every so often, review how the group is going. Keep the tone positive; avoid blame and getting personal. Figure out how the study group is helping and what needs improving. [1]

[1] Sources:
http://blogs.einstein.yu.edu/8-tips-for-getting-the-most-out-of-study-groups/,
http://ctl.byu.edu/how- organize-and-conduct-effective-study-groups,
http://lawsagna.typepad.com/lawsagna/2007/04/how_to_form_an_.html,
http://www.quickanddirtytips.com/relationships/professional/how-to-run-a-successful-study-group?page=1

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

V. SAMPLE MATERIALS FOR EACH COMPONENT

The following pages contain examples of materials from the Written Multiple-Choice Examination and the Oral components. The following examples are provided as samples so that you may become familiar with some of the types of materials and response formats that you will encounter. The actual assessment materials will be different from the ones presented here. These problems are merely illustrative of the kinds of problems which you may face during the 1st Level Fire Supervisor examination.

A. Sample Items from Written Multiple-Choice Test

NEW JERSEY CIVIL SERVICE COMMISSION 1ST LEVEL FIRE SUPERVISOR EXAMINATION

Scenario: Proctor Street

It is a Saturday afternoon in July (3:42 p.m.); the temperature is 92° Fahrenheit. The wind is blowing from west to east at 7 MPH. You are the 1st Level Officer of the first arriving ladder company and will be the Incident Commander (IC). You have been dispatched to a report of fire at one hundred twenty-one (121) Proctor Street. Your two engine companies are 7 minutes away; Battalion 4 is 15 minutes away.

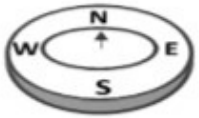
One hundred twenty-one (121) Proctor Street is a residential dwelling measuring 75 feet by 50 feet that was built in 2015. The home is wood frame construction with a pitched roof. The roof consists of asphalt shingles. The first floor includes a family space using an open floor plan while the second floor contains four bedrooms. There is an attached garage that contains woodworking equipment, automotive power tools, and supplies for the family's cars.

The fire building is located in a residential area. Side A faces Proctor Street. Side B faces 119 Proctor Street, an empty housing lot. Side C faces the back patio, yard, and shed; beyond which is another residential property. Side D faces 123 Proctor Street, which is a similarly sized residential dwelling to the fire building. There is a fire hydrant at the corner of Proctor Street and Mobbley Drive that is out of service.

Upon arrival, there is a glow of fire as well as gray smoke billowing out from the garage. The fire broke the garage windows and has begun to travel towards the rear and center of the house. The neighbor from 123 Proctor Street called in the fire and meets you upon arrival. She states that she is unsure if the family is out of the residence. Her husband attempted to make entry to help by breaking through the rear sliding glass door. You also see a pick-up truck in the driveway, and you can hear loud music of children's programming coming from the television in the family room on the first floor.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor
Scenario #1: 121 Proctor Street
Front (Side A) View
Diagram 1 of 4



Wind
7 MPH

Temperature
92°

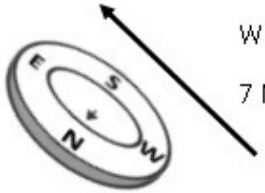
Symbols:

Fire

Smoke

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor
Scenario #1: 121 Proctor Street
Overhead View
Diagram 2 of 4



Wind	Temperature
7 MPH	92°

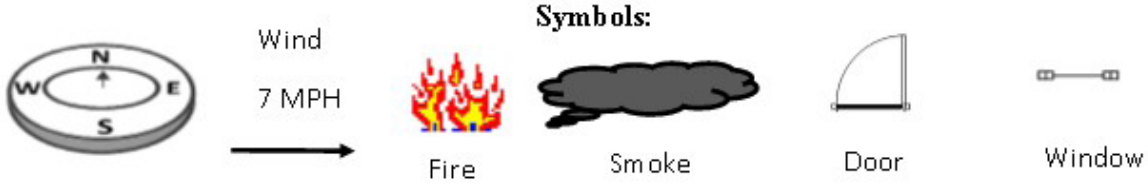
Symbols:

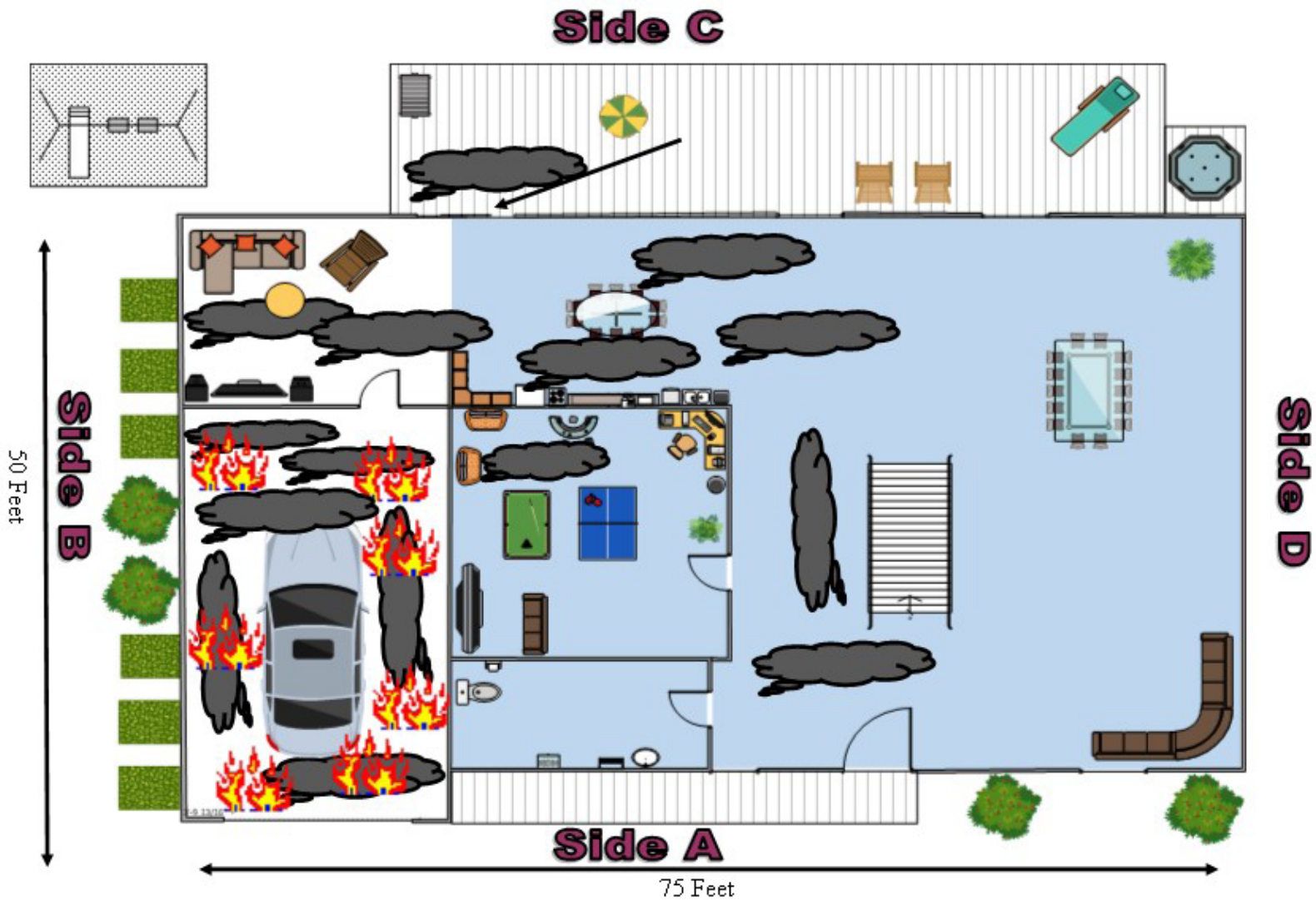
Smoke

Fire Hydrant

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

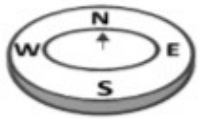
1st Level Fire Supervisor
Scenario #1: 121 Proctor Street
1st Floor
Diagram 3 of 4





This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor
Scenario #1: 121 Proctor Street
2nd Floor
Diagram 4 of 4



Wind

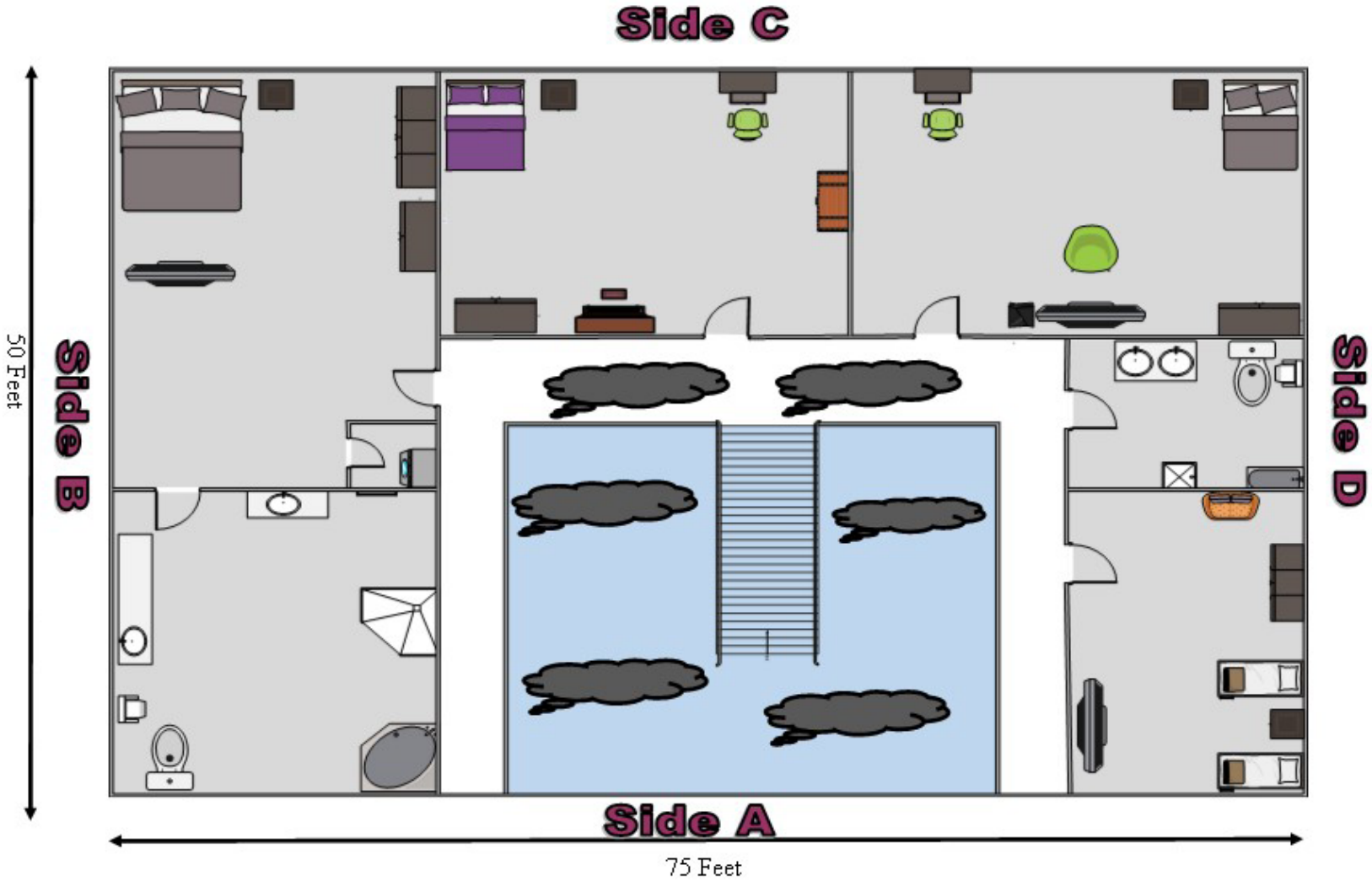
7 MPH

Symbols:

Smoke

Door

Window



This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1. You observe that the gray smoke pushing out from the garage appears smooth in appearance, and that it seems to slow down immediately once it's exposed to the open air. Based on this initial size-up, you can infer that this is

   (a) laminar smoke flow pushed by heat.
   (b) laminar smoke flow pushed by volume.
   (c) turbulent smoke flow pushed by heat.
   (d) turbulent smoke flow pushed by volume.

2. Based on the given information, when should you order a primary search?

   (a) After the first attack crew is in the building.
   (b) Immediately after establishing command.
   (c) Once Battalion 4 arrives, so a RIC team can be formed per State regulations.
   (d) When primary water supply has been established.

3. After your first engine arrives on-scene, your action as IC should be to **FIRST** order the engine crew to

   (a) radio dispatch for a tanker strike team.
   (b) scout the area for a pool for drafting.
   (c) use the booster tank of the engine.
   (d) prepare the hard-suction hose off of the engine for drafting.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

B. Sample items from the 1st Level Arriving Oral Assessment Exercise

Fireground Arriving Scenario
Warner Tax Associates

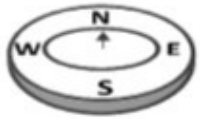
It is a Thursday morning in April (11:30 a.m.) with a temperature of 75 degrees Fahrenheit. There is no wind. You are the first level fire supervisor of the first responding engine company, Engine 1. You are dispatched to a report of fire at 4531 Miller Street. Engine 2 and Ladder 6 are traveling with you. Battalion 7 will be there in fifteen minutes; you are the highest-ranking officer and will be the incident commander. The fire was reported ten minutes ago.

Four thousand five hundred thirty-one (4531) Miller Street is a mixed occupancy of ordinary construction with a flat roof that was built in 1917. The building is 20 feet by 70 feet. The basement is unoccupied. The first floor contains Warner Tax Associates, a small accounting business. The upper floor consists of a studio apartment with a mudroom, kitchen, bathroom, living area, and sleeping area. The only entrance to the second floor is accessible by external stairs on Side C.

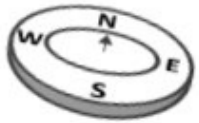
Side A faces Miller Street. Side B faces 4529 Miller Street, a nail salon of similar construction. Side C faces 91 Sadler Avenue, a single-family dwelling. Exposure D is 4533 Miller Street, a travel agency of similar construction. There are hydrants by 4519 Miller Street and 4601 Miller Street (see Diagram #2). The water supply at both hydrants is adequate.

Upon arrival, you see smoke pouring out of second-floor windows. The owner of the accounting business reports that his office was full of customers; he isn't sure if they all got out. You can see an adult man leaning out of an open window on Side A, yelling for help (see Diagram #1).

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor Arriving Scenario Warner Tax Associates Side A Diagram 1 of 4	 75 Degrees Fahrenheit No Wind

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor Arriving Scenario Warner Tax Associates Overhead View Diagram 2 of 4		75 Degrees Fahrenheit No Wind	Symbols: Hydrant

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

Fireground Technical Questions:

1. Perform your initial report to the camera as you would upon arrival at this incident. Use proper radio protocols.

2. After your initial report, what specific actions should you take?

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

C. Sample items from the 1st Level Evolving Oral Assessment Exercise

Evolving Scenario
Roone's Music Store (Salvage/Overhaul)

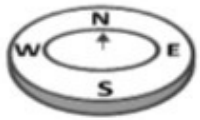
It is a Friday afternoon in April (4:45 p.m.) with a temperature of 71 degrees Fahrenheit. There is no wind. You are the first level fire supervisor of the second-responding ladder company, Ladder 3. You were dispatched to a report of a fire at Roone's Music Store, located at 56 County Route 12. Battalion 1 is the incident commander (IC). It has been thirty minutes since the fire was first reported and twenty minutes since Engine 1's initial attack. The fire began in practice room of the music store and spread to Exposure B and the upper floors through voids in the walls. After establishing command, the IC called for a second alarm.

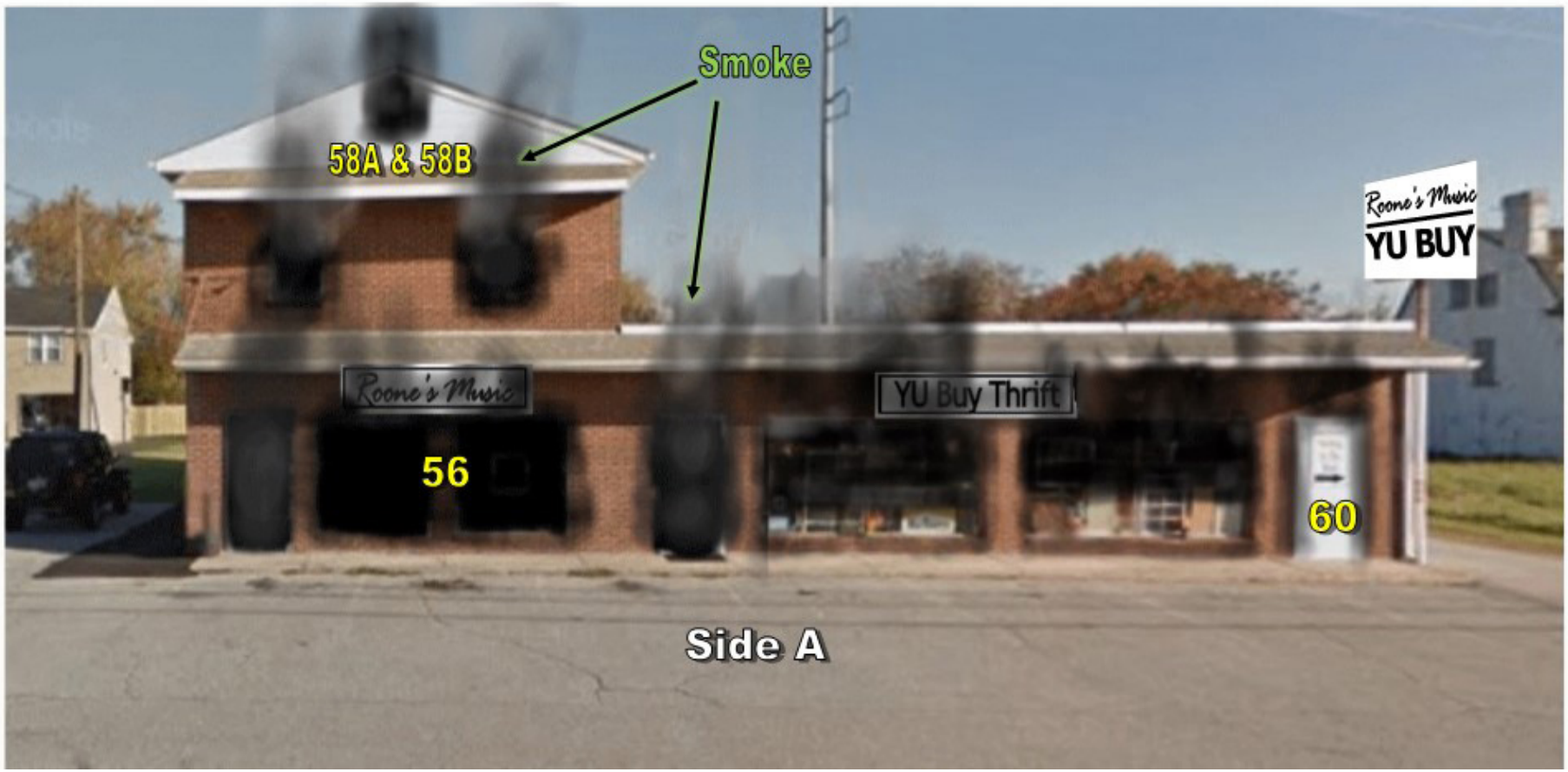
Fifty-six (56) County Route 12 is a two-story, wood-frame, mixed-occupancy, with brick veneer that measures 70 feet by 75 feet. The original building was built in 1950 with an addition added to the first floor (YU BUY Thrift Store) in 1965. There is an overhang across Side A. The first floor houses Roone's Music Store and YU BUY Thrift Store. The second floor contain two apartments; both of the apartments are currently occupied. The utilities were secured before Engine 1's initial attack. The music store had a full selection of instruments, including rare and valuable items worth thousands of dollars.

Side A faces County Route 12. Side B faces the driveway of 54 County Route 12, a single-family dwelling. Side C faces a parking lot, beyond which is a grassy area. Side D faces a large grassy area, beyond which is 62 County Route 12. There is a fire hydrant by 52 County Route 12 and by 62 County Route 12 (see Diagram #2); the water supply at both hydrants is adequate.

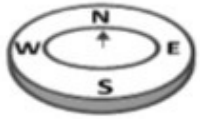
Upon arrival, IC reported that the fire was knocked down and ordered your crew to begin salvage and overhaul in the music store as other crews conduct secondary searches.

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor Evolving Scenario: Overhaul Roone's Music Store Side A Diagram 1 of 4	 71 Degrees Fahrenheit No Wind



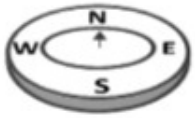
This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor Evolving Scenario: Overhaul Roone's Music Store Overhead View Diagram 2 of 4		71 Degrees Fahrenheit No Wind	Hydrant

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor
Evolving Scenario: Overhaul
Roone's Music Store
First Floor
Diagram 3 of 4

Symbols:

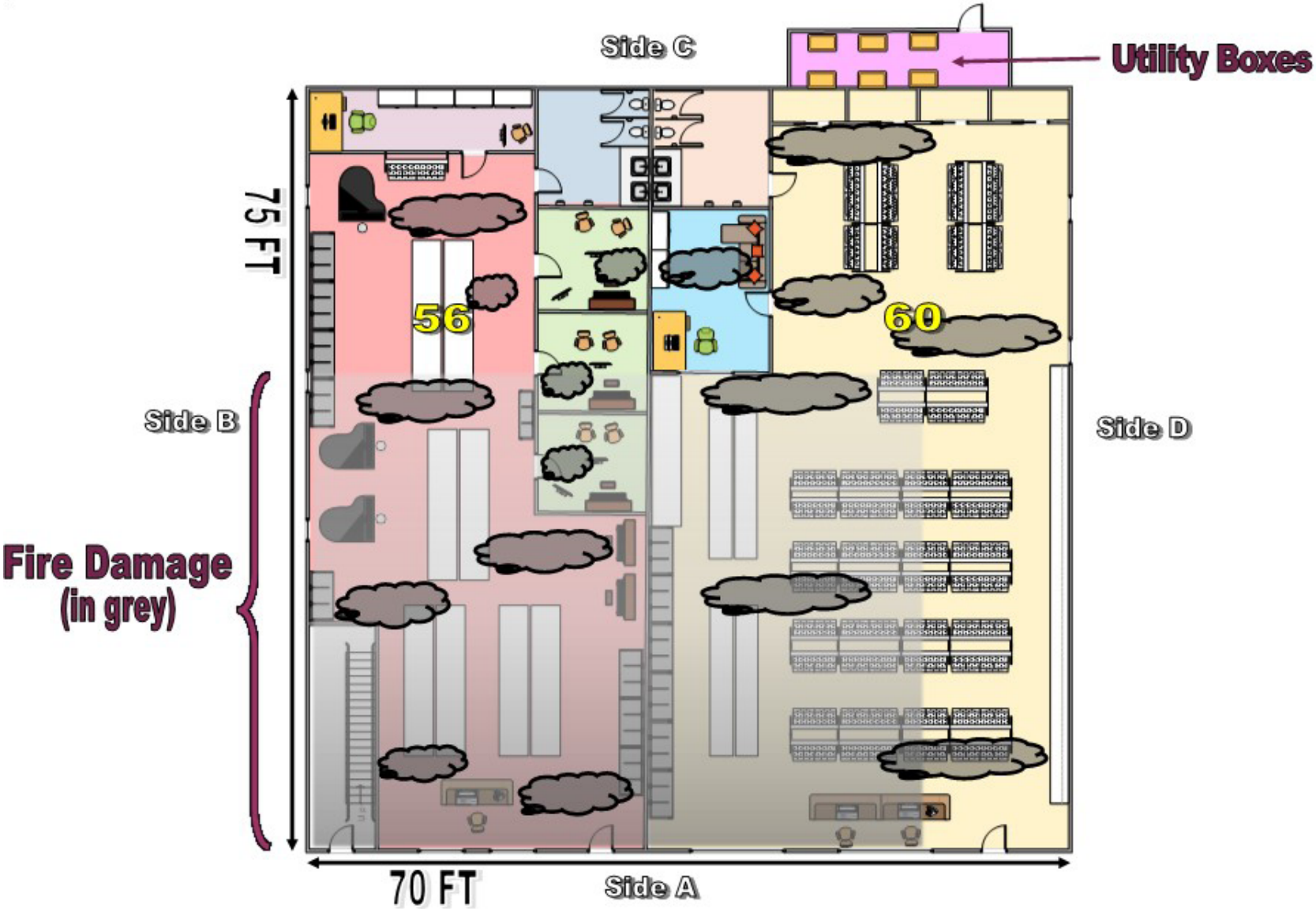


No Wind

Smoke

Door

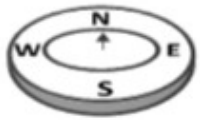
Window



This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

1st Level Fire Supervisor
Evolving Scenario: Overhaul
Roone's Music Store
Second Floor
Diagram 4 of 4

Symbols:

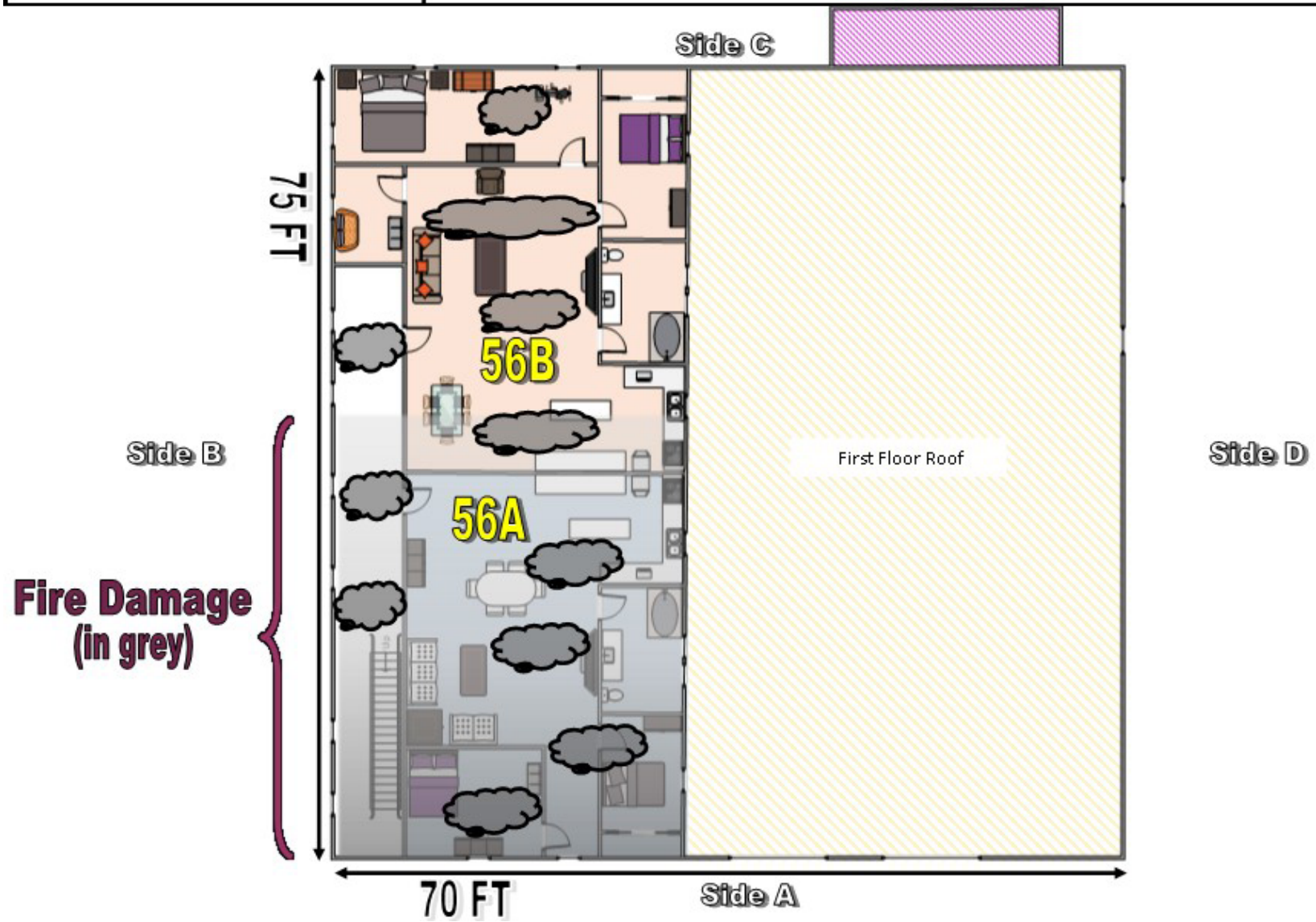


No Wind

Smoke

Door

Window



This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

Fireground Technical Questions:

1. Ladder 3 has been assigned to the first floor. What are your initial actions and describe, in detail, how you and your crew will conduct salvage and overhaul operations at this incident. Include descriptions of techniques, life safety and building construction concerns, and any coordination with other fire personnel.

2. While conducting overhaul operations in the music store, you and your crew discover a severely compromised structural member with the potential for collapse. What actions should you now take?

Supervision Question:

3. During the incident, you see one of your firefighters throw debris out a window onto a salvaged, undamaged piano that had been placed outside the building. The owner sees the action and begins screaming at the firefighter. What actions should you take now and after returning to the firehouse?

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.

V. CONCLUSION

This orientation guide represents an attempt to familiarize candidates with all aspects of the Written and Oral components, including the items, materials, logistics and evaluation approach. It also provides some suggestions for preparation. The suggestions provided here are not exhaustive — we encourage candidates to engage in whatever additional preparation strategies they believe will enhance their chances of performing effectively on the exam and on the job.

We hope that this guide has been helpful to you. Good luck!

This material is the property of the NJ Civil Service Commission (CSC). Material should not be altered, duplicated, or used for training purposes without expressed permission from the NJ CSC.