

PLEASE REVIEW THE TEST ORIENTATION FIRST (as many questions are answered only in the orientation slides and notes). The questions listed here are the additional questions that were asked by applicants in attendance at one of the sessions presented by Classified Testing.

1Q: Are only the chapters listed in the study guide going to be on the exam?

- A. The questions for the exam will come only from the chapters listed on the study guide. However, information from non-listed sources on occasion appear in the chapters you are responsible for reading. Thus, it is a good idea to read the non-listed chapters even at a cursory level.

2Q: Are only the chapters listed in the study guide going to be on the exam?

- A. The questions for the exam will come only from the chapters listed on the study guide. However, information from non-listed sources on occasion appear in the chapters you are responsible for reading. Thus, it is a good idea to read the non-listed chapters even at a cursory level.

3Q: How long will the examination last?

- A. The examination will last 2 hours and 30 minutes.

4Q: What if there is a tie?

- A. Ties in the final rating of eligibles will be broken in the following order:
1. By score on the written examination.
 2. By total seniority points as an HFD classified employee.
 3. Ties still remaining will be broken on the basis of correct answers scored on the first twenty-five (25) questions of the written examination. Subsequent sets of twenty-five (25) questions shall be used in the same manner until all questions have been used.
 4. Any ties still remaining will be broken alphabetically, using the last names of the applicants.

5Q. How about formulas, equations, tables, figures, case studies, and stories in the source materials? Do we need to study or memorize these and will they be on the exam?

- A. You do NOT need to memorize numbers or details from formulas, tables, figures, case studies, and stories. However, you do need to study these things and understand the concepts they are illustrating. A good rule of thumb is to think about how the information in a formula, figure, table, or story helps to do one of the knowledge domains listed in the study aide we provided. That is the same way we think about writing exam questions.

6Q. If there are some Guidelines with forms and attachments; do we need to know them?

- A. Mostly you need to be familiar with the fact that there is a form and what you need to do with it. You do not need to memorize a form, but you would have to remember what is on a form in order to do your job. Many forms are different and some may have valuable information regarding the content needed for that knowledge domain question.

7Q: Some KSA's on the Study Aide pertain to specific guidelines. How do the books contain information about HFD specific guidelines?

- A: Somewhere in those materials the experts found something that contributes to your ability to follow those guidelines. This could be information about a topic that is related to that guideline, or it could be information supporting your ability to do the action part of that guideline.

- 8Q. Are all of the 100 questions on the exam going to come from the knowledge domains listed on the study aide?
A. Yes. Those KSA's help us write questions that are as job relevant as we can make them, so we stick to those most important tasks.
- 9Q. Are the item/ question reviewers HFD?
A. Yes. Currently serving in the role or at least have served in the role and supervised it.
- 10Q: If most of the test is based on comprehension and application, but the questions won't be verbatim, how do we interpret information and facts from the books? Do the authors' opinions count as fact?
A: The authors' opinions still do not count as fact, and you will not be expected to know what the author believes. If the book gives a definition or refers to technical details, take that as a testable fact. If a book repeatedly states something is specific, a must, or a best practice common to many departments, take that as a testable fact. Remember, the test is conceptual and based on using and putting together important facts at the same level of thinking you would do on the job as a District Chief. The important thing is to be able to put together sets of facts from a source material to answer a question.
- 11Q. Any extra study tips not mentioned in the orientation?
A. Our test guide, distributed with your guidelines for this exam (from the quartermaster), contains some more study tips. Additionally, SQ3R works well for many students (<http://en.wikipedia.org/wiki/SQ3R>). Research on learning also shows that study in small, frequent chunks (like 45 minutes six to eight times a day) over a longer period (like 90 days) leads to more knowledge retention and higher test scores for most adults. It turns out good sleep is also really important for allowing your brain to clean out the mental junk and solidify everything you studied. Getting 8 hours of sleep on average at the same time each day (like 10pm to 6am) accelerates learning rates.
- 12Q. How are the seniority points calculated?
A. From hire date (first day on the HFD payroll as a firefighter trainee) to the test date.
- 13Q. Is there strength in numbers when it comes to appeals? If 80 applicants appeal 1 question does that mean the CSC is more likely to change it?
A. No, there is no strength in numbers on appeals. The CSC place more importance on the logic or argument of an appeal. If a test question is bad or wrong, then it seems more important to explain why and how the test question is wrong, and what information supports your argument (for example, referencing an HFD guideline where the right answer can be found is usually most helpful).
- 14Q. Say a test question or the answer to that question is contradictory in the study material, is this grounds for an appeal?
A. Yes. This is exactly what appeals were meant for—to help eliminate unfair questions from the exam entirely or to provide dual credit for answers that are equally supported in the material the question is derived from.
- 15Q. Say after the test, I cannot find the answer to a question in the material that was cited for that question on the test, is this grounds for an appeal?
A. Maybe. Just remember that the question and the answer do not have to be verbatim from the material—the questions just have to be about or using factual knowledge from the material. If the facts that lead to that answer or support that answer are not deducible from

the material cited on the exam, then yes, there is probably a mistake in the answer key or the way the question was written that should be appealed.

16Q. Can we wear earplugs during the exam?

A: Yes, you can wear earplugs (but **not** headphones that plug into any electronic devices).

17Q. Is there a certain percentage of questions we can expect from each of the study sources?

Previous study aides contain this information.

A. There is not a certain percentage that we give regarding each source material. The exam content is based on each knowledge domain listed on the left column of the study guide.

18Q. Are there any questions from the LSB's or is that just a heading?

A. The guideline that's being used is the Standby Implementation Guideline. The command that it comes from is **Life Safety Bureau**. There are no actual LSB guidelines.

19Q. Is there a process in place for an applicant to appeal any of the books or the chapters selected for the Guidelines?

A. No. Once the job analysis is completed, a list of knowledge domains are established. The knowledge domains are used to link sections (chapters) of selected source materials or books that address the knowledge domains.

20Q. Who are the Subject Matter Experts?

A. The Subject Matter Experts are requested to volunteer to participate by the Deputy Chief of the "Division". We have different ones for each of the activities involved in creating the exam. Different Subject Matter Experts may be selected for the Job Analysis, Book Committee and the Item Review. The SME's are from the specific division being tested, i.e. Inspectors for Inspection exams, Arson for Arson exams, etc.

21Q. Why so many source materials, is there a page requirement?

A. The number of source material are dictated by coverage from the knowledge domain. There is no page requirement.

22Q. What if I have an issue while ordering my books, or after the order has been placed?

A. If there are any issues ordering books, or the time it takes to receive the books, contact Classified Testing via phone or email as soon as possible. Also, if while studying in a particular source you find any of the information contradictory, please let us know as soon as possible as well.

23Q. How do I know if I am officially signed up for the exam?

A. Once you receive a confirmation that your application was received. You may call or email Classified Testing to confirm you are signed up for the exam. Classified Testing sends source material to everyone signed up, that is another way to know you are signed up, but it does not speak to your eligibility. The eligibility list comes out after the orientation. You must make sure you meet the requirements for the position. These requirements are on the job announcement.

24Q. Where are the draft lists posted?

- A. The draft lists are emailed to the HFD Chiefs office and HFD HR. They are also physically posted at City Hall on the bulletin board out front, and in the HR office in 611 Walker on the garden level.

25Q. I took the previous exam for this rank, and am wondering why the source is the same, but the chapters on this year's Study Aide are different?

- A. Even if some of the Knowledge Domains are the same for this year's exam as they were in the previous exam, the SME's reviewing the sources ascertained certain chapters were stronger than the previous referenced chapters. There is nothing wrong when it is determined certain chapters are stronger than others from a source previously used. It only means that after further consideration, these particular Subject Matter Experts chose to select different areas that address the knowledge domain.