
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Corrections Parole Agent** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. COUNSELING**(12 Questions)**

An employee must be able to provide counseling and guidance services to clients who require close and prolonged parole assistance. Employees must be able to assist clients in developing insights relative to personal problems and possible options for resolution. Counseling is provided to help clients cope with various situations such as employment, current residence and adherence to the conditions of their supervision. Test question topics include:

- The psychology of counseling;
- Behavior modification strategies;
- Correctional counseling techniques.

II. ANALYTICAL PROBLEM SOLVING SKILLS**(20 Questions)**

Analytical problem solving skills are essential to successful performance of this job. Employees are required to possess the ability to make logical and factual decisions, draw accurate conclusions, and impartially judge the merits of collected information. Test question topics include:

- General reasoning ability based on logic;
- Reasoning ability based on supplied data.

III. PERSONAL COMPUTER USAGE**(10 Questions)**

An employee in this position must possess a basic understanding of computer concepts in order to successfully perform critical job tasks. A major task requiring computer proficiency involves using word processing software on a laptop computer to complete various reports and forms for caseload investigation documentation. Test question topics include:

- Inserting, deleting and overwriting text in word processing software;
- Preprogrammed/standard word processing settings;
- Scrolling, copying, editing and deleting text in standard word processing software.

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IV. TECHNICAL REPORT WRITING

(20 Questions)

Communication is a significant part of this job. Employees must have the ability to use correct grammar in speech and in writing in order to obtain information and to present information in a clear and accurate manner on reports. This section of the exam tests your knowledge of the English language as well as spelling and your skill in using correct English in daily business communication. Test question topics include:

- Identifying correctly spelled words from a group of correctly and incorrectly spelled words;
- Determining the sentence from a group of four sentences that represents the most effective use of English;
- General report preparation techniques.

V. READING COMPREHENSION SKILLS

(20 Questions)

The ability to accurately read and understand information is an extremely important part of this job. Employees must be able to read and understand agency policy manuals and departmental regulations as well as legislation and laws related to corrections and parole. In this test section, you are presented with questions requiring the interpretation of information presented in the written passages and excerpts. Reading comprehension passages and excerpts presented on the test include:

- Employee training procedures;
- Preparation of investigative reports;
- Organizational work policies and practices.