

Preparation Guide

Verbal Comprehension

This preparation guide helps you prepare for verbal aptitude assessments. It provides guidance on how best to approach the assessment, allowing you to give your best possible performance.

Why are Aptitude Assessments used?

Employers often use aptitude assessments as part of their assessment procedures for the selection and development of staff. Research has shown that they are powerful predictors of performance at work.

Assessments help you to:

- demonstrate your strengths
- be assessed fairly on job relevant criteria
- find out more about your strengths and development needs
- make future career decisions based on your abilities

Assessments help employers to:

- select people best suited to the demands of the job
- identify areas where individuals might benefit from further development
- obtain objective information about people's abilities

Instructions

On the following pages are some practice questions which are similar to those you will be asked in the assessment. Completing these will help you understand the types of question used and gain experience in taking ability tests.

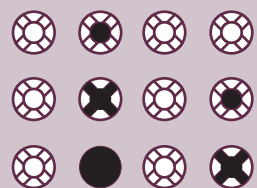
You will be presented with passages of written information, each followed by several questions. Your task is to choose the best answer to each question from the options given, based only on the information in the passage. To answer each question, clearly fill in with a pencil the option you have chosen in the answer section at the bottom of each page. When you complete the actual assessment, you will not be able to use erasers to change your answer. Please see the instructions below on how to indicate your answers:

Instructions for completing the answer sheet:

Press hard and completely fill in the inner circle.

To change an answer, put a cross through the circle you wish to change and then fill in the correct circle.

If you want to change back to your original answer, cross out the incorrect answer and completely fill in the outer circle of the previous answer.



The actual test is strictly timed, so time yourself and try to complete all **8** questions within **4** minutes to practice working against the clock.

Set a timer for 4 minutes (or note down your start time), turn to page 2 and begin.

**SETTING UP YOUR ANSWER MACHINE MESSAGE
FOR THE NEW TELEPHONE SYSTEM**

To divert an extension to its own answer machine message:

- Go to the handset for that extension, pick up the handset, press the 'Feature' button and dial '984'.
- When the divert is on, the telephone display will indicate that the phone is diverted to '471' - this is the answer machine extension.

To record an answer machine greeting:

- Press '#' key followed by '3' to record a greeting.

To pick up messages:

- The red light on the telephone will flash if you have messages.
- Press '#' key followed by '1' to play back the message.

1 Which **one** of the following would best replace 'an extension' while maintaining the meaning of the passage?

- A a telephone
- B an addition
- C an expansion
- D a switchboard

2 Which **one** of the following would best replace 'a greeting' while maintaining the meaning of the passage?

- A a gesture
- B a message
- C an answer
- D a reply

3 Which of the following is **not** mentioned as a feature of the telephone in the passage?

- A Option 3 will allow a greeting to be recorded
- B The answer machine extension number is 471
- C The answer machine message will be activated after seven rings
- D A flashing red light on the phone indicates there are messages

4 How is an answer machine greeting recorded?

- A Press 'Feature' and dial 984
- B Press 'Feature' and dial option 3
- C Press '#' and dial option 1
- D Press '#' and dial option 3

Office Accident Book Section One

Basic Advice on First Aid at Work

The following information should be recorded for any incidents involving injury or illness that have occurred inside the office building:

- Date, time and place of incident.
- Name and job of the injured or ill person.
- Full details of the injury or illness and any first aid given.
- What happened to the casualty immediately afterwards (for example did the casualty return to work, go home or to hospital?)
- Name and signature of the person dealing with the incident.

This information will help identify accident trends and possible areas for improvement in the control of health and safety.

5 Which **one** of the following would best replace 'identify' while maintaining the meaning of the passage?

A name
 B designate
 C disassociate
 D spot

6 The office accident book must be completed within 24 hours of an incident.

A True on the basis of the passage
 B False on the basis of the passage
 C Not possible to say if the statement is true or false on the basis of the passage

7 Which **one** of the following can be omitted according to the Basic Advice on First Aid at Work?

A The job of the injured person
 B The job of the person dealing with the incident
 C Details of First Aid given
 D The name of the person dealing with the incident

8 The data collected from an accident book may help identify trends and areas for improvement.

A True on the basis of the passage
 B False on the basis of the passage
 C Not possible to say if the statement is true or false on the basis of the passage

Try to answer any questions you did not reach in the time limit before checking your answers.

Checking your Answers

Check your answers against the correct answers at the bottom of this page. Look at any question you got wrong and try to understand how to arrive at the correct answer. Keep in mind that most ability assessments are designed so that the questions gradually increase in difficulty and that people typically do not complete all of the questions within the time limit. If you took much longer than 4 minutes to answer the questions, try to speed up your work rate. If you finished all of the questions within the time limit but made many mistakes, try to focus more on the accuracy of your responses.

Improving your Verbal Abilities

The best way to improve your verbal abilities is by reading and critically evaluating text. As well as gaining experience in the assessments themselves, there are several other things you can do to improve your verbal abilities:

- Read newspapers, books and journals as often as you can.
- Look up words you are not familiar with and think of alternative words with the same meaning.
- Write down the key points of a passage after reading it through once, then write a sentence which provides a summary of the passage.
- Think about what a passage says about the writer's attitude and beliefs.
- Write your own questions based on passages of written information.
- Pick out points based on fact and those based on the writer's own opinion.

Before the Session

- Follow the suggestions included in this preparation guide.
- Get a good night's sleep before the assessment.
- Give yourself plenty of time to get to the assessment venue so that you don't have to rush.
- If you wear glasses, contact lenses or a hearing aid, make sure you take them with you.
- If you have any special requirements, e.g. larger print versions of the test, specific lighting or seating needs, it is important that you make these known immediately to allow appropriate accommodations to be made.

During the Assessment Session

- Try to stay calm. Using the practice tips above should help you feel more at ease.
- Listen carefully to the instructions, and ask questions if you are not sure of anything before the assessment starts.
- Read each question carefully.
- Work as fast as you can. Do not take too much time over any one question.
- If you find a question too difficult or are unsure of an answer indicate your best choice and move on quickly.
- After an assessment always seek feedback. It is much easier to improve your abilities if you know how well you have done.

Good luck in your assessment session. We wish you every success in your career.

Answer Section Page 2 Correct Answers

	A	B	C	D		A	B	C	D		A	B	C	D		A	B	C	D
1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Answer Section Page 3 Correct Answers

	A	B	C	D		A	B	C			A	B	C	D		A	B	C
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	6	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	7	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	8	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	