

**Sample Test Material for:**

**Administrative techniques and practices**

**Test material will be presented in a multiple-choice question format.**

There are 15 questions in this subject area.

**Test Task:** You will be presented with situations in which you must apply knowledge of administrative principles and practices in order to answer the questions correctly.

**SAMPLE QUESTION:**

A training program in your agency has received a number of negative evaluations from the participants. You have been asked to determine whether changes should be made to the training program in response to these evaluations. Which one of the following actions should you take first in making this determination?

- A. Review the training methods.
- B. Review the content of the training materials.
- C. Review the goals of the training program.
- D. Review the evaluations with the training instructor.

*The correct answer to this sample question is Choice C.*

**Solution:**

This question asks for the action that you should take **FIRST** in determining whether changes should be made to the training program.

Choice A is not correct. Although reviewing the training methods may result in changes to the program, you cannot evaluate the methods unless you have a context against which these materials can be evaluated. You must first become familiar with the training goals before you can evaluate the training methods.

Choice B is not correct. Although reviewing the content of the training materials may result in changes to the program, you must first know what the goals of the training program are before you can evaluate the appropriateness of the training content.

Choice C is the correct answer to this question. The most important consideration in determining whether changes should be made to the training program is determining whether the program met its training goals. You must first become familiar with those goals before you can make this determination.

Choice D is not correct. Although you may eventually review the evaluations with the training instructor, you must first become familiar with the goals of the training to provide a context against which you can discuss the content of the participant evaluations.