

2019r

**CORRECTIONAL CORPORAL
CORRECTIONAL SERGEANT
CORRECTIONAL STAFF SERGEANT**

STUDY GUIDE/SAMPLE TEST

State of Delaware
Department of Human Resources
Employment Services

Study Guide/Sample Test

After meeting the minimum requirements for the Correctional Corporal, Correctional Sergeant, or Correctional Staff Sergeant (see job announcement), you are required to pass the examination to obtain a job in this area. The test is multiple choice, consists of 100 questions and the passing score is 70.

The test is comprised of the following sections:

	Sections	Number of Questions
I.	Security, Emergency Response, Safety	60
II.	Inmate Supervision	15
III.	Interpersonal Skills	15
IV.	Written Communications	10

Tips For Taking a Written Exam

Here are some hints that will help you take this test.

1. Look at the entire test.

As SOON as the monitor tells you to begin, flip through the test to see what you have to do. This will let you know what to expect. You have two and one-half hours to finish the test so budget your time to allow yourself to finish the whole test. Then RELAX - take a deep breath before you start.

2. Read each question carefully.

Read the questions and all of the choices carefully. Make sure you are reading what has been written and not what you hope or want to see. Then, pick out the one, best choice that answers the question. Make sure you read each question as a separate question and answer it as a separate question. The answer to any one question is not intended to help you choose the correct response to other questions.

3. Look for the key words.

Read every word in the question. Sometimes there are key words that will help you pick the correct answer. Pay close attention to these words. If you overlook one of these key words, you could miss a question that you really know.

Some of these KEY WORDS are listed below:

BEST
GENERALLY
MORE
NOT

COMMON
GREATEST
MOST
SOMETIMES

EXCEPT
LESS
NEVER
USUALLY

4. Answer the easy questions first, but answer every question.

In this type of test, all of the questions have the same value. You get as much credit for an easy question as for a hard one. Don't waste time on the hard questions. Answer all of the easy ones first, then in the time left over, go back and figure out the hard ones.

5. Don't be afraid to guess if you are not sure of the answer.

If you don't answer a question, you will not get credit for it. If you guess correctly, you will get credit. There is no penalty for guessing. If you are not sure which answer is correct, eliminate first the choices you know are wrong and choose your answer from the remaining ones.

6. Review your test.

When you have finished, review your paper and make sure you have answered all of the questions. Check the questions you were unsure of but make sure you have a good reason for changing the answer.

On the following pages, you will see some samples of the types of questions that you will be expected to answer.

Section I

Security, Emergency Response, Safety

This section measures your knowledge of procedures regarding security, safety and emergency situations and your ability to analyze information and make sound judgements in these areas.

Sample 1. Staffing has fallen below the minimum level acceptable. Unless overtime is authorized,

- a. all inmate activities will continue as usual.
- b. a complete lockdown is required.
- c. activities may be curtailed or postponed according to procedures.
- d. all recreational activities will be canceled.

Answer "c" is correct. According to BOP Facility Security Procedure Number 8.28, "the facility will implement specific operating procedures to curtail or temporarily postpone activities, up to and including a complete lockdown".

Sample 2. An inmate has fallen on his knee and is mildly bleeding. The FIRST thing you should do is to

- a. call the doctor.
- b. apply a tourniquet.
- c. wash the wound.
- d. apply direct pressure to the wound.

Answer "d" is correct. The first step is to control the bleeding by applying direct pressure.

Section II

Inmate Supervision

This section measures your knowledge of administrative regulations regarding inmate supervision and your ability to analyze information and make sound judgements in this area.

Sample 3. An inmate is placed in pre-hearing detention for a Class I offense on Monday. The case CANNOT be heard on

- a. the same day.
- b. Tuesday.
- c. Wednesday.
- d. Thursday.

Answer "a" is correct. The Rules of Conduct, Procedure Number 4.2, state that "inmates assigned to pre-hearing detention will have their Class I hearing not less than 24 hours... after placement in pre-hearing detention".

Sample 4. Late one evening, a correctional officer reports that an inmate is setting fires and refusing to leave his cell. It is decided that the inmate will be forced to move. The FIRST step in this procedure is to

- a. have approval from the Warden or Deputy Warden.
- b. consult with the administrative staff.
- c. arrange for administrative supervision.
- d. have the highest ranking officer available talk to the inmate.

Answer "a" is correct. The BOP regulations on Use of Force/Deadly Force, Procedure Number 8.30, gives the conditions under which an inmate can be forced to move during business and non-business hours.

Section III

Interpersonal Skills

The third section measures your interpersonal skills in dealing with inmates and co-workers.

Sample 5. An inmate is being verbally aggressive toward you. You should

- a. be apologetic.
- b. act the same way he is acting.
- c. refuse to talk to the person.
- d. remain calm and unruffled.

The correct answer is "d". The way you respond to inmates can help or make the situation more stressful. Response "d" will reduce the tension and help you stay in control.

Sample 6. Employee morale is most likely to be influenced by

- a. having the proper equipment to do the job.
- b. recognition for individual effort.
- c. scheduled breaks.
- d. flexible lunch hours.

Answer "b" is correct. Personal recognition for specific efforts has the greatest effect on employee morale.

Section IV

Written Communications

The last ten questions measure your ability to present information accurately and clearly when writing an incident report.

Sample 7. You prepared the following notes prior to writing your incident report.

- Dorm inspection
- found obvious amount of plaster dug out of wall under the west window.
- 2" hole under north window – through plaster and mesh.
- Inmate coats covering both holes.

When you prepare your incident report, which is the clearest and most accurate presentation of the above information?

- a. After I was told to inspect the dorm and remove everything from the walls, I found two holes under two windows.
- b. Two holes under two windows, covered by coats belonging to inmates, were discovered during the weekly dorm inspection by me.
- c. During a dorm inspection, two holes were discovered. Under the west window, an obvious amount of plaster was removed. Under the north window, a 2-inch hole was found going through the plaster and mesh. Both holes were covered by inmates' coats.
- d. Holes covered by inmate winter coats were discovered under windows.

Answer "c" is correct. It is clear and, while specific, does not contain irrelevant information.