



# Public Safety Testing Products and Services Catalog

Quality Through  
Selection



**Stanard**  
& Associates, Inc.

*Data for Decisions in Management*



## Here's what our customers have to say about Stanard & Associates...

"The Virginia Association of Chiefs of Police is very happy with the partnership we have with Stanard & Associates. We are able to provide a professional service to Virginia's law enforcement community, and work with a dependable and professional partner. The staff at Stanard is supportive and pleasant, and makes it extremely easy for us to provide this needed service to our members."

– Dana G. Schrad, Executive Director  
Virginia Association of Chiefs of Police

"The department implemented the POST test after years without any type of entry-level screening tool to gauge an applicant's reading, writing and math skill levels. I reviewed several other testing products and selected the POST for our agency. I have been very pleased with the product, the results, and the customer service we have received. After review of other Stanard & Associates products with the City's Human Resources Department, the promotional testing for the police and fire offered by the company are also being used. The staff is very professional, available and knowledgeable. I am truly a satisfied customer."

– Lt. Laura Kruger, Training  
Fayetteville Police Department, Fayetteville, North Carolina

"The Stanard and Associates Police Officer Selection Test has become the norm for Oregon police departments. We have had hundreds of applicants take the test and not one has challenged the results. The test allows us to conduct our written test in the morning, grade and issue the results in time to conduct our physical fitness test in the afternoon."

– H. Marc Adams, Chief of Police  
Keizer, Oregon Police Department

"I have had the pleasure of working with Stanard & Associates for several years as they are the sole supplier of our Peace Officer entrance examination. Each time I contact them for service; they jump on the task and get things done immediately. All of their employees are professional, yet make me feel that I am their only customer when dealing with them. Stanard & Associates is a top-notch organization and I highly recommend them to any agency that is searching for an exam supplier."

– Sergeant Cathy LaBrecque  
El Paso County, Colorado Sheriff's Office

"As a thirty year veteran of law enforcement I have dealt with many testing companies. Since the Maine Chiefs of Police Association have contracted with Stanard & Associates we have found a company who produces a very professional examination and have had no complaints from any of the law enforcement agencies in the State who use the examinations for both entry level as well as promotions."

– Robert M. Schwartz, Chief Retired, Executive Director  
Maine Chiefs of Police Association



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## Public Safety Testing and Selection Solutions

Your public safety agency counts on its personnel to perform critical community services and to solve problems. Whether it's a police officer or deputy coordinating a neighborhood watch program, a firefighter battling a structure fire, or a corrections officer defusing a volatile situation among inmates – these core job functions all require a key mix of knowledge, skills and abilities to accomplish successfully. At Stanard & Associates, we work with you to help define job success for your specific agency. Then, we provide validated tools and processes that help you make important hiring and promotion decisions with confidence.

For over 30 years, Stanard & Associates has been helping public safety agencies hire and promote the most qualified candidates efficiently and cost-effectively. Our wide array of research-based products addresses every phase of the employee life cycle, from entry-level tests to promotional exams to customized exercises for specialty and command positions.

**IN SHORT, STANARD & ASSOCIATES HELPS YOU  
SELECT THE BEST**

As a nationwide leader in public safety assessment and selection, we invite you to join over 2,000 agencies across the United States who have already partnered with Stanard & Associates. One or more of our products are endorsed or

sponsored by over 25 State Police Chiefs Associations – no other public safety consulting firm can make that claim. We've worked hard to earn that privilege and take great pride in these partnerships and the responsibility they bring.

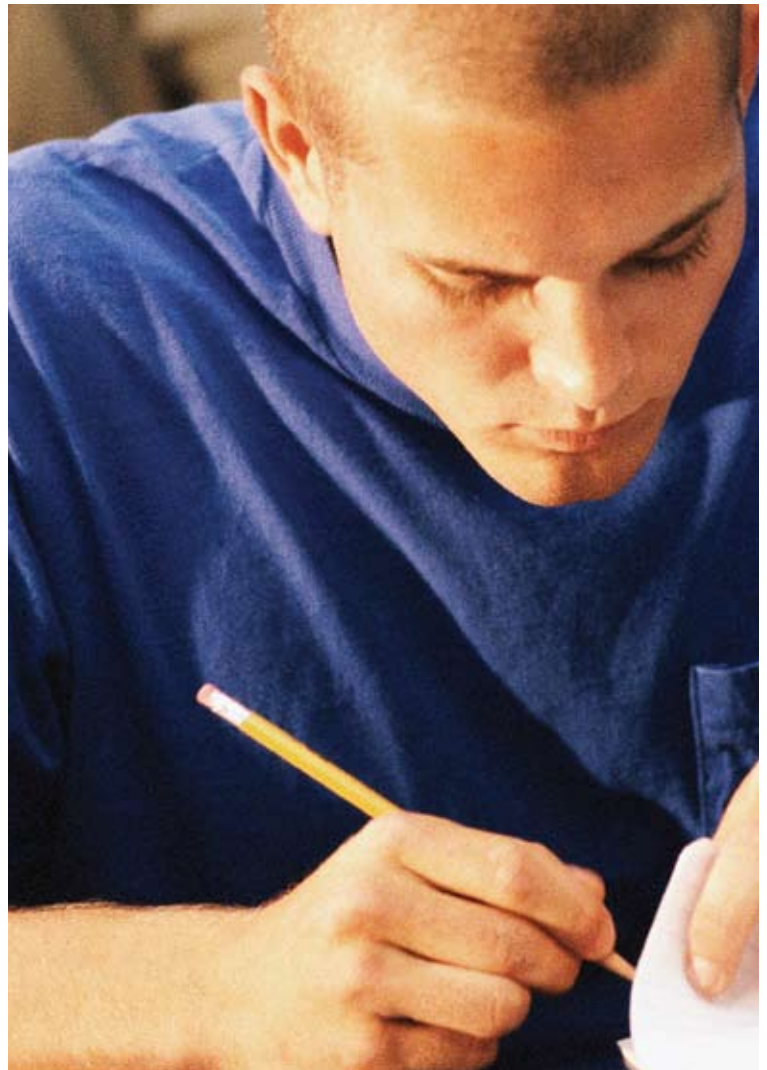
Our research and development staff continuously updates the body of research behind each of our instruments. Therefore you can have confidence that your testing program is legally defensible and will accurately identify candidates who will be successful on the job, whether you use an instrument from our flagship line of entry-level and promotional exams, or work with our knowledgeable and experienced consultants on a completely customized project. Find out what so many others already have about Stanard & Associates' commitment to product and service excellence. We welcome the opportunity to partner with your agency.

*"The staff at Stanard & Associates has always been helpful in assisting the Stephenson County Sheriff's Office in entry level testing as well as promotional exams. Each testing process, beginning to end, becomes a team effort between our office and the staff of Stanard & Associates. Our complete confidence in the high standards set by Stanard & Associates helps ensure the success of each testing process."*

*– David Snyders, Sheriff  
Stephenson County, Illinois Sheriff's Office*

# Guide to Products and Services

LAW ENFORCEMENT	ENTRY-LEVEL HIRING PROCESS	PROMOTIONAL PROCESS	DEPARTMENT OR AGENCY
	<ul style="list-style-type: none"> <li>• POST</li> <li>• Applicant Study Guide</li> <li>• Oral Interview Programs</li> <li>• Physical Ability Exam</li> <li>• Personality or Psychological Assessments</li> <li>• Candidate Tutorial / Preparation Sessions</li> <li>• PSAT (Coming Soon!)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Written Job Knowledge Exams</b> <ul style="list-style-type: none"> <li>• NFLST</li> <li>• NSLST</li> <li>• Candidate Study Guide</li> <li>• Custom Exams</li> <li>• Semi-Custom Exams</li> </ul> </li> <li>• <b>Promotional Assessment Exercises</b> <ul style="list-style-type: none"> <li>• Oral Assessments</li> <li>• Work Samples                             <ul style="list-style-type: none"> <li>• Role-Play Exercises</li> <li>• In-Baskets / Writing Exercises</li> </ul> </li> </ul> </li> <li>• <b>Personality Evaluations</b></li> <li>• <b>Candidate Orientation Sessions</b></li> </ul>	<ul style="list-style-type: none"> <li>• Law Enforcement Morale Survey (LENS)</li> <li>• Job Analysis</li> </ul>
FIRE	ENTRY-LEVEL HIRING PROCESS	PROMOTIONAL PROCESS	DEPARTMENT OR AGENCY
	<ul style="list-style-type: none"> <li>• NFST</li> <li>• NFST-EMS</li> <li>• Applicant Study Guide</li> <li>• Oral Interview Programs</li> <li>• Physical Ability Exam or CPAT Transportability</li> <li>• Personality or Psychological Assessments</li> <li>• Candidate Tutorial / Preparation Sessions</li> <li>• PSAT (Coming Soon!)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Written Job Knowledge Exams</b> <ul style="list-style-type: none"> <li>• Custom Exams</li> <li>• Candidate Study Guide</li> </ul> </li> <li>• <b>Promotional Assessment Exercises</b> <ul style="list-style-type: none"> <li>• Oral Assessments</li> <li>• Work Samples                             <ul style="list-style-type: none"> <li>• Role-Play Exercises</li> <li>• In-Baskets / Writing Exercises</li> </ul> </li> </ul> </li> <li>• <b>Personality Evaluations</b></li> <li>• <b>Candidate Orientation Sessions</b></li> </ul>	<ul style="list-style-type: none"> <li>• Job Analysis</li> </ul>
DISPATCH	ENTRY-LEVEL HIRING PROCESS	PROMOTIONAL PROCESS	DEPARTMENT OR AGENCY
<b>PUBLIC SAFETY ANSWERING POINT (PSAP)</b> 	<ul style="list-style-type: none"> <li>• NDST</li> <li>• Oral Interview Programs</li> <li>• Personality or Psychological Assessments</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Personality Evaluations</b></li> </ul>	<ul style="list-style-type: none"> <li>• Job Analysis</li> </ul>
CORRECTIONS	ENTRY-LEVEL HIRING PROCESS	PROMOTIONAL PROCESS	DEPARTMENT OR AGENCY
	<ul style="list-style-type: none"> <li>• NCST</li> <li>• Applicant Study Guide</li> <li>• Oral Interview Programs</li> <li>• Physical Ability Exam</li> <li>• Personality or Psychological Assessments</li> <li>• Candidate Tutorial / Preparation Sessions</li> <li>• PSAT (Coming Soon!)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Written Job Knowledge Exams</b> <ul style="list-style-type: none"> <li>• Custom Exams</li> <li>• Candidate Study Guide</li> </ul> </li> <li>• <b>Promotional Assessment Exercises</b> <ul style="list-style-type: none"> <li>• Oral Assessments</li> <li>• Work Samples                             <ul style="list-style-type: none"> <li>• Role-Play Exercises</li> <li>• In-Baskets / Writing Exercises</li> </ul> </li> </ul> </li> <li>• <b>Personality Evaluations</b></li> <li>• <b>Candidate Orientation Sessions</b></li> </ul>	<ul style="list-style-type: none"> <li>• Job Analysis</li> </ul>



# Entry-Level Testing Philosophy

## A WELL-ROUNDED APPROACH THAT STRESSES THE FUNDAMENTALS

Public safety agencies make a huge commitment in terms of the time and expense involved in training new hires and preparing them to serve effectively on the job. Your agency stands to lose a substantial investment if recruits do not possess the fundamental ability to read, apply job-related knowledge, solve basic problems, or write basic reports. Considering the thousands of dollars invested in pre-service training for each recruit, it's more than a little disappointing when you find out a candidate doesn't have what it takes to succeed on the job. Our entry-level exams help your agency to ensure your newly hired public service officer has a solid foundation on which to build.

Basic skills are critical for ensuring your new hires can learn from training – and can continue to learn once on the job. Unfortunately, literacy can't be presumed, and the training academy is not the place to discover a recruit's deficiencies. According to the National Institute for Literacy (NIL), literacy is a concern for over 40 million Americans age 16 and over – that's over 20% of the U.S. adult population. These individuals were identified as having significant needs when it comes to their ability to read, write and speak in English, and compute and solve problems. A high school diploma is by no means a guarantee of literacy or possession of the basic skills necessary for job success. The NIL found that over 50% of 60 million high school graduates scored at the lowest levels on the test used in the Literacy Survey. Many public safety agencies in the U.S. now require an Associate's or Bachelor's degree as a job requirement. However, even an advanced degree is no guarantee of success. Many of our clients report that our tests have taken on added importance as they realize some applicants with advanced educations still have trouble with basic job functions, like writing reports. There's too much at stake – don't settle for a watered-down exam that barely measures your applicants' basic skills.

### **Moving Beyond Cognitive Skills**

Although extremely important, it's no secret that your public safety officers need more than cognitive skills to perform well on the job. Motivation for the position and other "soft skills" are required. Community police officers need to display a strong service orientation that fosters goodwill with the citizenry. Firefighters must be able to get along with co-workers at the station. Correctional officers can

often defuse volatile situations with little more than effective interpersonal communications.

How many times have you heard it – "They just don't fit in..." or, "They just don't seem to get it..." Unfortunately, in assessing your applicants there's no fool-proof "magic bullet" for predicting what your potential new hire may do or say in a given situation – particularly when the pressure is on. Simply put, predicting human behavior is complicated, and not easily done – just ask a seasoned law enforcement officer who's made a routine traffic stop and encounters a contentious motorist. At Stanard & Associates, we've developed more than one approach for meeting the challenge of creating a well rounded selection program.

For instance, oral interview programs can be used with great success. Many of our clients use one of our basic skills exams for police, fire, corrections or dispatch to establish candidates' possession of cognitive skills necessary for job success, and then use an oral interview process to assess other important attributes like motivation for the position, community-orientation, diversity awareness, interpersonal skills, etc. Stanard & Associates can customize an efficient and cost effective structured oral interview program for your agency that goes beyond the traditional employment interview.

Our basic skills exams may also be coupled with our new non-cognitive assessment, the Public Safety Applicant Test (PSAT). Research suggests that the PSAT can be helpful for reducing adverse impact against protected groups. This assessment can provide your agency with a more complete picture of applicant potential since it targets different and distinct facets of job performance from those covered by an assessment of basic skills.

Finally, we offer a full array of in-depth personality and psychological evaluations for when it is time to finalize your list, or refer an incumbent for another purpose. Our licensed clinical psychologists have conducted over 35,000 assessments and accumulated significant expertise in this specialized area. Our professional staff works with agencies to determine their assessment objectives and tailors a program specifically for them. These services are described in detail in the Personality and Psychological Assessment Services section.

Whether testing hundreds of entry-level applicants or looking to promote the single, most qualified incumbent, public safety agencies across the country rely on Stanard & Associates' products and services to meet all their selection needs. Contact us today to find out how we can begin helping your agency meet its recruiting and promotional goals.

“Over the years we have tried out other testing companies for police/fire entry-level exam products (the thought process being that we needed to rotate exam products so applicants would not get used to the same exam). We have found ourselves always returning to the Stanard exams when it comes to police/fire entry level tests. Of those other products we tried, and though the exams themselves were of high quality, unfortunately they brought forth administration problems and/or complaints from the applicant pool. Stanard is the most generally accepted exam product we have found — both by the police/fire professional communities, and by applicant pools. Fortunately, Stanard has multiple versions of the exams, which makes it possible for us to use your product in back-to-back recruitment processes (which is especially important for continuous testing methods - i.e., rolling list). We have found your test to be very simple to administer, and Stanard staff to be extremely helpful (e.g., researched our data to help us justify modifying our pass/fail score to minimize chances of adverse impact).”

- Danielle Woodward, Personnel Director  
City of Owensboro, Kentucky

## Entry-Level Products and Services



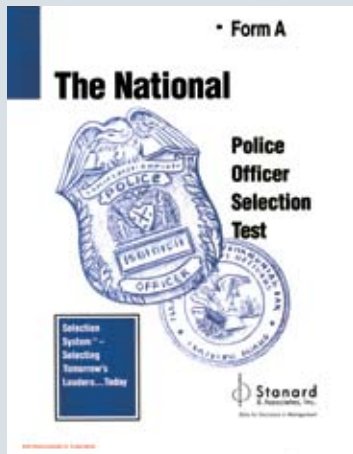
Stanard & Associates' entry-level exams not only help agencies select the most qualified candidates, they also help eliminate the time and expense involved in unnecessary interviewing, training and other expensive components of an agency's hiring process. With limited budgets for managing the selection process, agencies cannot afford to waste resources on poor hiring decisions. When you join hundreds of other public safety agencies in choosing Stanard & Associates for your entry-level testing needs, you can count on exceptional product quality and customer service. Our research-based selection tests have been demonstrated again and again to be job-related and predictive of important performance outcomes. When you choose Stanard & Associates, you can test with confidence.



### ENTRY-LEVEL TEST HIGHLIGHTS

- Great value
- Easy to administer
- Applicant Study Guides available
- Quick turnaround time on test results
- Self-score versions available (POST, NFST and NDST)
- Alternate forms available
- Research-based products
- Indicative of basic skills proficiency necessary for job success
- Rigorously field-tested with multiple agencies
- Developed in accordance with federal and professional guidelines for test development
- In compliance with ADA requirements
- Face valid to applicants, but no prior public safety experience is required
- Outstanding customer support





## The National Police Officer Selection Test (POST)

### COMPONENTS

#### Arithmetic

Tests a candidate's ability to perform simple arithmetic, such as addition, subtraction, multiplication and division. This section presents scenarios related to law enforcement, but does not require previous law enforcement experience to answer.

#### Reading Comprehension

Tests a candidate's ability to understand written words, as well as the ideas and concepts associated with them. Information is presented in a law enforcement context without requiring previous knowledge of law enforcement to answer questions.

#### Grammar

Tests a candidate's ability to spell and use grammar and punctuation correctly. This section requires candidates to correctly complete sentences and identify misspelled words.

#### Report Writing

Tests a candidate's ability to produce complete sentences with correct spelling, grammar and punctuation. The section requires writing answers based on an incident report form.

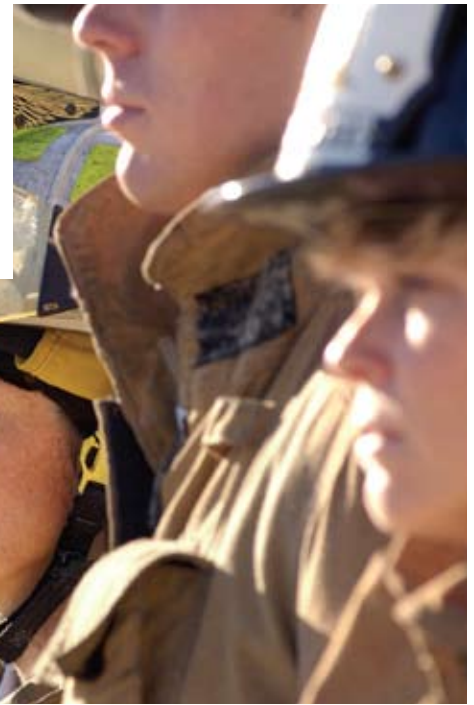
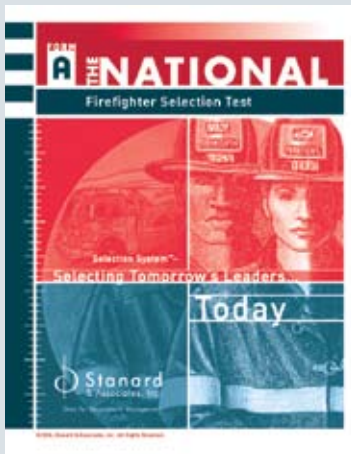
### HIGHLIGHTS

- Developed specifically for law enforcement agencies
- Assesses incident report writing skills
- Predicts training and job success
- Alternate forms available
- Economical for agencies of all sizes
- Convenient self-score versions available
- Applicant Study Guide available
- On-line Job Task Analysis available to establish local content validity evidence

"I think the POST is great. We are very pleased with the product, and just as importantly, the customer service behind the product. Both are of the highest quality. The product itself is relevant to entry-level law enforcement duties and if a department is self-grading, the design of the test makes it a breeze to score. We appreciate having a product of this caliber to assist in our Police Officer selection process."

– Michele Smith, Human Resources /  
Employment / Recruitment  
City of Topeka, Kansas





## The National Firefighter Selection Test (NFST) & National Firefighter Selection Test – Emergency Medical Services (NFST-EMS)

### COMPONENTS

#### Reading Comprehension

Tests a candidate's ability to understand written words, as well as the ideas and concepts associated with them. Information is presented in a fire service context without requiring previous fire service knowledge to answer questions. The EMS version includes medical vocabulary and terminology if your agency requires firefighters to be EMT-certified.

#### Mathematics

Consists of addition, subtraction, multiplication, and division problems. Also includes simple squares and square roots. This section presents scenarios related to fire service, but does not require previous fire service experience to answer.

#### Listening Comprehension

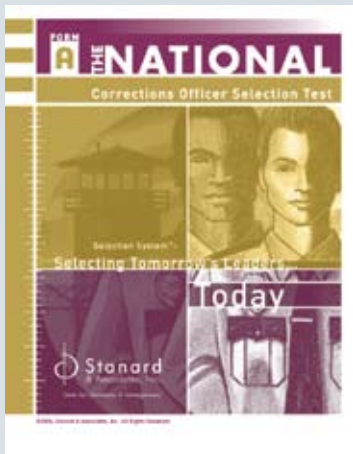
Tests a candidate's ability to listen and understand information presented verbally. A passage is read and the applicant takes notes and answers questions later in the test administration based on the information. This section requires candidates to listen to information presented to them.

### HIGHLIGHTS

- Developed specifically for the fire service
- EMS versions are available if your agency requires firefighters to be EMT-certified
- Assesses listening comprehension skills
- Alternate forms available
- Economical for agencies of all sizes
- Convenient self-score versions and applicant Study Guides available
- On-line Job Task Analysis available to establish local content validity evidence

“The City of Columbia Missouri Fire Department has been utilizing Stanard & Associates pre-employment testing for over a decade with excellent results. Everything from the testing instrument, prompt delivery, and follow-up has been exceptional.”

– Vee Boehm, SPHR, Human Resources Coordinator, City of Columbia, Missouri



## The National Corrections Officer Selection Test (NCST)

### COMPONENTS

#### Reading Comprehension

Tests a candidate's ability to understand written words, as well as the ideas and concepts associated with them. Tests a candidate's ability to understand written information, as presented in training or on the job. Information is presented in a corrections context without requiring previous knowledge of corrections to answer questions.

#### Problem Solving

Tests a candidate's ability to solve problems based on available information; ability to assimilate and apply new information; ability to prioritize and bring about resolution in a timely manner.

#### Report Writing

Tests a candidate's ability to write sentences with correct spelling, grammar and punctuation, as well as the ability to convey a message in writing that is expressed clearly, accurately and succinctly.

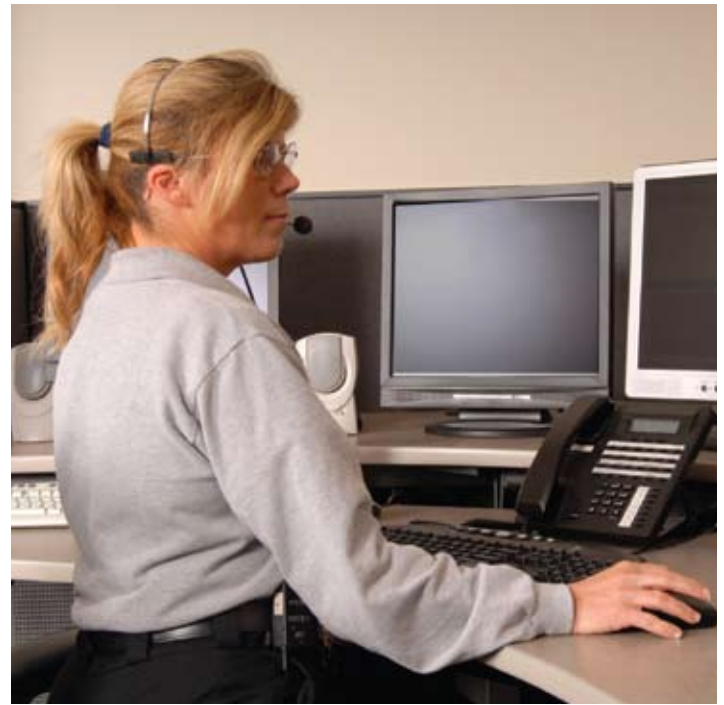
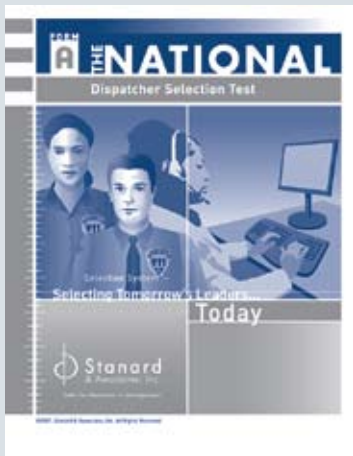
### HIGHLIGHTS

- Developed specifically for use in the field of corrections
- May be used in any jail environment (direct supervision, podular, linear)
- Assesses incident report writing skills
- Applicant Study Guides available
- Economical for agencies of all sizes
- On-line Job Task Analysis available to establish local content validity evidence

"As a long term customer of Stanard and Associates, I can attest to their effectiveness in numerous services they provide. During the last 5 years we have utilized them in several areas involving sheriff's office personnel. In each case they have been prompt, professional and cost effective. The Rock County Sheriff's Office is highly regarded for the men and women who serve. This high caliber of officers is a direct result of our partnership with Stanard and Associates."

– Sheriff Robert Spoden  
Rock County, WI Sheriff's Office





## The National Dispatcher Selection Test (NDST)

### COMPONENTS

#### Reading Comprehension

Tests a candidate's ability to read and understand written information.

#### Listening

Tests a candidate's ability to listen and recall spoken information.

#### Problem Solving

Tests a candidate's ability to evaluate information and assign units to emergency calls.

#### Prioritizing

Tests a candidate's ability to evaluate information and prioritize response calls.

#### Multi-tasking

Tests a candidate's ability to maintain accuracy while simultaneously attending to information presented in writing and via audio.

"I can tell you that the Dispatch exam has been a very effective tool in our selection process by identifying individuals who have the multi-tasking skills needed."

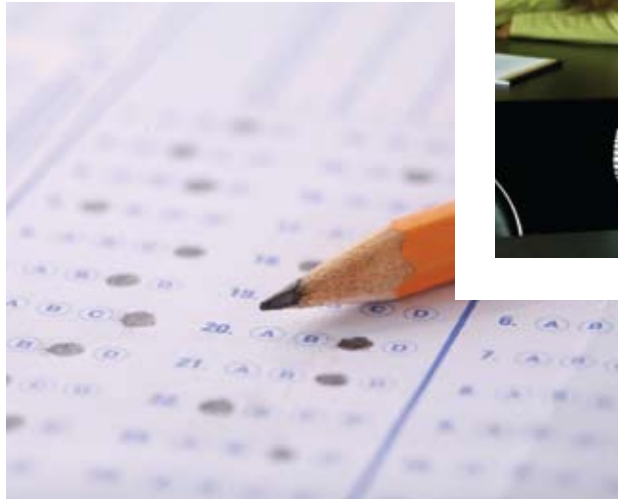
– Paul F. Sireci, Chief of Police  
Tampa Int. Airport Police Department

### HIGHLIGHTS

- Developed specifically for use by public safety communications/call centers
- May be used by any emergency call center, communications center, or dispatching center through which calls for emergency and/or public safety services are received and routed
- Assesses listening comprehension and multi-tasking skills
- Economical for agencies of all sizes
- NOW AVAILABLE - convenient self-score version
- On-line Job Task Analysis available to establish local content validity evidence

"For a small department who hires ad hoc frequently and needs flexible tools for professional applicant screening, the written tests by Stanard and Associates for Police and Dispatchers are excellent. They meet our exact needs and are a great value for the limited budget we have to operate within. Stanard's staff responds to all our questions and keeps us informed of new options. Being in a remote location but still being able to access such great service and products makes us turn to Stanard first for any testing needs we encounter."

– Lauri Woodruff, Administrative and Project Officer  
University of Alaska-Fairbanks Police and Dispatch



## Public Safety Applicant Test (PSAT) – Coming Soon!

Very soon, you will be able to supplement one of our basic skills exams with the latest in personality assessment. The PSAT is designed to predict success/failure in what are typically the more time-consuming and expensive components of the hiring process. For instance, our research shows that PSAT scores correlate with psychologists' recommendations in the post-offer psychological evaluation process. Our research also shows that PSAT scores are related to performance in the training academy in important areas such as initiative and stress tolerance. The test presents candidates with a series of reasoning problems designed to tap into core personality characteristics. As candidates work through the problems and select the response which they consider the most logical, they are actually demonstrating underlying tendencies to think and perceive their surroundings in certain ways. Candidates' responses provide valuable information about who might be likely to engage in counterproductive behaviors once on the job.

How does the PSAT differ from traditional predictors of counter-productivity, like integrity tests? Integrity tests ask candidates to admit to counterproductive behaviors, but an agency can have difficulty identifying a specific point at which a candidate should be disqualified from further consideration. For instance, should a candidate be disqualified from your process for admitting to taking \$5 worth of pens and paper clips over 5 years ago? The PSAT lends itself to the establishment of a single cutoff score for decision-making purposes because of its multiple choice format. Additionally, research suggests it may be used with protected groups to help address concerns about adverse impact. Since it assesses candidates on a different facet of performance, it is the perfect companion product to one of our basic skills exams.



“We recently used Stanard’s Entry Level Oral Interview program for the first time in our hiring process and were very pleased with the results. Stanard’s staff worked closely with us to develop the questions based on our priorities of what we wanted in our potential recruits and provided very hands-on training in administering and scoring the interview process for our board members which included some of our citizens. We have also utilized Stanard’s entry level written exams for over five years and we continue to be pleased with the results.”

– Randal Wilson, Chief of Police  
Mission, Kansas Police Department



## Oral Interview Programs for Entry-Level Selection



Structured oral interview programs, also known as “oral boards,” are extremely effective for gathering additional information about candidates’ interpersonal skills, ability to work with others as part of a team, service orientation and problem-solving skills – to mention just a few possible dimensions. Applicants like the process too, because all candidates are asked the same questions and judged according to standardized evaluation guidelines. Stanard & Associates employs a combination of situational and behavioral question types. The first question type places candidates in a situation that requires them to demonstrate a job-related skill or ability. These situational questions do not revolve around scenarios that would give unfair advantage to applicants with prior experience in another agency. Agencies can often reward applicants with prior experience through other mechanisms (training and education points, for example). Behavioral questions call on candidates to convey a past experience, and to describe in detail when they have had to use a particular skill or ability; evaluation guidelines focus on the effectiveness of the past behaviors.

### HOW THE PROCESS WORKS

Customize your oral interview process by exploring a candidate’s competency in skill or ability areas that define success for your agency. Using your agency’s job or position description as a guide, choose up to six questions covering a wide variety of job-relevant skill/ability dimensions from our

extensive database. With each question, you receive what really sets this product apart from other interview programs on the market—comprehensive evaluation guidelines that help you distinguish among the gradations of excellent, average and poor responses. A Stanard & Associates consultant guides your agency’s personnel through the process and works with local subject matter experts to further customize interview questions and evaluation guidelines. The Stanard & Associates consultant also educates assessors on common rater effects and trains them to use evaluation guidelines to rate candidates consistently.

#### ORAL BOARD DIMENSIONS

- Stress tolerance
- Ability to reason and solve problems
- Flexibility
- Ability to work as an effective team member
- Interpersonal relations
- Supporting diversity
- Service orientation
- Professional integrity
- Motivation and preparation for a public safety career
- Continuous learning / achievement striving
- Verbal communications

“We recently revised our promotional process by including a written examination as a testing hurdle. We used Stanard and Associates promotional examinations and were very pleased with the results. We surveyed promotional applicants after they took the written examination and found the test to be fair and based on the skills, knowledge, and abilities outlined in their job descriptions. We received many compliments from our promotional applicants and believe this new promotional process was the best one yet in the history of our agency. The staff at Stanard and Associates is pleasant, courteous, and helpful. The support is unprecedented. I would recommend their services to anyone without hesitation.”

– Sgt. Jessica M. Hill  
Wicomico County, MD Sheriff’s Office



## Promotional Testing Services: Written Job-Knowledge Exams

### CUSTOM WRITTEN EXAMS

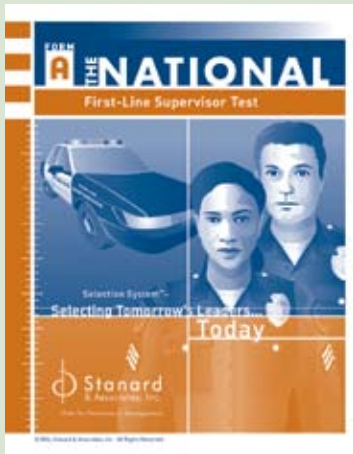
Stanard & Associates routinely develops customized written promotional exams. If you are unsure about what source or reference materials test items should be drawn from, we can guide your department through the up-front job analysis process. Or, if your agency has already identified a specific set of source materials from which candidates study, Stanard & Associates’ staff of expert item writers can develop a customized exam based on your specific requirements. Your local experts tell us what source materials to write test items from and how those sources should be weighted—we’ll take care of the rest.

The exam development process includes more test questions than necessary for a traditional 100 item exam. That way, your local experts can pick and choose those items that work best for your department. We can also provide a study guide that provides candidates with test taking tips, a reading list and sample test questions. Stanard & Associates has developed customized written exams for numerous police, fire and corrections agencies. The chart shown at right is a sampling of the positions or ranks for which we have developed customized written exams.

### WRITTEN EXAMS FOR PROMOTION: RANKS AND POSITIONS

LAW ENFORCEMENT	FIRE SERVICE	CORRECTIONS
Corporal	Lieutenant	Sergeant
Sergeant	Driver Engineer	Lieutenant
Detective	Captain	
Lieutenant	Battalion Chief	
Major		
Captain		
Field Training Officer		





## Promotional Testing Services: Written Job-Knowledge Exams

### THE NATIONAL FIRST- AND SECOND-LINE SUPERVISOR TESTS (NFLST & NSLST)

Our off-the-shelf law enforcement promotional exams prove that smaller agencies can get a quality promotional process without breaking the budget. If your agency is one of the many where a limited number of candidates participate in any single promotional process, a custom-written promotional exam may not be an option. Stanard & Associates' NFLST and NSLST help law enforcement agencies identify promotional candidates who possess the relevant job knowledge to be successful supervisors and managers. The exams assess candidates' knowledge in areas such as management and supervision, major court cases affecting law enforcement, community policing, criminal investigation and patrol tactics. Both exams are the result of an extensive research and development effort undertaken to identify the knowledge required to competently perform supervisory duties in law enforcement. Test questions were reviewed and refined based on invaluable input from over 50 police chiefs and commanders from five separate geographically diverse panels of experts.

The end result? Two cost-effective examinations that can be used as stand-alone promotional exams, or integrated easily into your agency's promotional process. The NFLST measures critical knowledge areas associated with first-line supervisor positions (e.g., Corporal, Sergeant), while the NSLST measures knowledge areas associated with many second-line supervisor positions (e.g., Lieutenant, Captain).

### EXAM FEATURES

- Each exam has 100 questions (multiple-choice and true/false)
- Candidate Study Guides are available – these helpful guides provide test takers with a recommended reading list, study tips and sample test questions
- An administration guide provides test administrators with step-by-step instructions and tips for ensuring a smooth process
- Completed exams are sent directly to Stanard & Associates for scoring and reporting
- Based on input from over 600 law enforcement professionals nationally
- On-line Job Task Analysis available to establish local content validity evidence

### Customizable First and Second Line Supervisors Exams

This is the same great product described above, but supplemented with 25 customized exam items written by our experts directly from your agency's Policies and Procedures, General Orders, etc. This product gives you the "best of both worlds" – a customized promotional process at an off-the-shelf price.

"Our agency has utilized the services of Stanard & Associates for the past 4 years for both our first line (Sergeant) and second line (Lieutenants) promotional examinations. We have consistently been both impressed and pleased with the quality of the product, customer service, examination turn around time, and flexibility to customize our Captains examination. As a State Accredited agency we are confident that validity standards are being met, and we are getting the best possible product for our investment."

– Chief Tony Strianese, Delray Beach, Florida Police Department



“Five promotional exams in one year! As with many communities, we found ourselves with several members of the Command Staff of both the Police and Fire Departments ready to retire. Replacing two Chiefs in one year plus command staff below was quite the feat. Stanard & Associates was there with us every step of the way. They worked diligently with us to produce exercises for the assessment centers and oral interviews providing us with a professional and fair process. We were extremely pleased with the service provided by Stanard & Associates and would highly recommend them.”

Frederick E. Enderle, City Manager  
 Elaine G. Barton, Human Resources Director  
 City of Piqua, Ohio



## Promotional Testing Services: Assessment Exercises

When it comes to department promotions, the challenge for any agency is to ensure those who make the eligibility list are able to meet the varied demands of a supervisory or command position. A well-designed promotional process provides insight into a candidate’s performance on a variety of job dimensions. Depending on what your agency wants to assess, the traditional job knowledge exam may be coupled with one or more assessment exercises, whether they be structured oral interview questions designed for promotional purposes, or work sample exercises designed to replicate actual job tasks.

Written job knowledge examinations are ideal for assessing a candidate’s base knowledge in a particular area, such as supervisory and management concepts. But other assessment vehicles may be added to the traditional written exam to make a good promotional testing process even better – and can be extremely effective at helping you gauge the gap between “knowing” and “doing.” A candidate for promotion to police sergeant may have a strong command of department policy, state statutes and local ordinances, but may not have the presence to handle a meeting with a community group whose members are frustrated by escalating crime in their neighborhood. Stanard & Associates offers several promotional assessment options that can help you identify those candidates who are ready for the next level of leadership in your agency.

### ORAL ASSESSMENT EXERCISES / PROMOTIONAL ORAL BOARDS

Stanard & Associates works in tandem with your agency’s local experts to develop challenging, yet realistic scenarios – situations that your candidates should be prepared to handle.

The scenarios unfold over time; each exercise typically includes multiple parts or stages to assess how candidates respond to changing circumstances and new information. As part of exercise development, our consultants work with your agency to develop standardized evaluation guidelines for each part of the exercise. This way, all candidates are judged against a common standard that is based on how things should be handled in your agency. This is how we ensure local validity and reliable evaluations across candidates.

#### ORAL ASSESSMENT EXERCISES: SAMPLE SCENARIOS

LAW ENFORCEMENT	FIRE SERVICE	CORRECTIONS
Bomb threat	Residential structure fire	Prisoner escape
Domestic violence	High-rise fire	Conflict among inmates
School Shooting	Multiple vehicle accident	
High-speed vehicle pursuit		



“After years of utilizing another testing organization, Stanard & Associates was recently asked to assist us with our promotional process. They helped us develop and administer assessment center exercises that were personalized and developed specifically for our agency. The staff of Stanard responded quickly and professionally to any questions and expressed a personal interest in our promotional process. Stanard & Associates made our promotional process a success.”

– Brian L. Quinn, Chief of Police  
Upper Arlington, Ohio



## Promotional Testing Services: Assessment Exercises

### ASSESSMENT CENTERS

Work sample exercises provide agencies with valuable insight into candidates' likely level of job performance in ways that traditional job knowledge examinations and oral interviews can not. What better way to learn how candidates would actually write reports, prepare presentations, conduct roll call or handle the demands of a press conference in their new position, than to have them actively participate in tasks that simulate actual job activity? Candidates carry out essential tasks in a controlled, standardized testing environment while trained assessors evaluate their performance in these scenarios. The possibilities for developing customized exercises specific to the requirements of your agency are almost limitless. Additionally, the methodology facilitates the assessment of performance dimensions that can otherwise be difficult to measure. For example, a candidate's resiliency, conflict resolution skills, and the ability to work under pressure can be evaluated through a press conference role play. During the role play, candidates must field a barrage of

questions from “members of the press” – actors who are trained to carry out the exercise in a standard fashion for each candidate. A range of dimensions can be assessed through the various assessment center exercises we have developed.

Work sample exercises may also be used to assess planning and administration skills, which become increasingly important in higher ranks. In these situations, the in-basket exercise has been extremely successful. The exercise assesses how efficiently candidates can handle a variety of administrative tasks that have been left in their office “in-box.” Candidates have a fixed amount of time to respond to memos, delegate assignments, schedule meetings, etc. Exercises can be developed to assess other administrative skills as well. For example, we worked with one of our clients to develop an exercise that required candidates to write a report for members of local government that summarized the agency's preparedness for a bio-terrorism attack. The possibilities are endless – the key is to ensure the skills being assessed, as well as the exercises used to assess those skills, are relevant to the position and your specific agency.

#### ASSESSMENT CENTER EXERCISES

- Roll call or shift meeting
- Citizen complaint
- Community meeting
- Press conference
- Presentation to government officials
- In-basket exercises

#### ASSESSMENT CENTER DIMENSIONS

- Oral communication
- Interpersonal skills
- Judgment
- Planning & organizing
- Perform under pressure
- Public/community relations
- Problem identification and analysis
- Management and administration
- Supervisory knowledge and ability
- Tactical knowledge in specific areas

“The Live Oak Police Department began a project to incorporate a physical ability validation program for police applicants. After reviewing proposals from several companies we chose Stanard & Associates to develop our program. The staff of Stanard & Associates utilized input from patrol officers and command staff to develop a program that meets our needs and allows us to select applicants that meet the physical requirements to perform the duties of a Live Oak patrol officer. The staff was extremely professional and easy to work with. I would recommend Stanard & Associates to any agency looking to implement or improve their selection process.”

– Lieutenant Matt Malone, Patrol Division Commander  
Live Oak Police Department, Live Oak, Texas



## Physical Ability Testing

### Content-Valid Simulations Specific to Your Agency

With the advent of ADA legislation and the Civil Rights Act of 1991, Stanard & Associates has been a pioneer in the area of content valid physical ability testing for over a decade. Our physical ability tests are developed to simulate the essential physical functions associated with the job and employ a single cutoff score. Our testing approach, as originally developed in conjunction with the Denver, Colorado fire and police departments, has been replicated in New York City and numerous other agencies large and small. Content valid physical ability exams are met with positive candidate reactions – instead of being asked to do sit-ups or chin-ups, as is the case with fitness-based testing models, candidates are evaluated on their ability to perform actual job tasks, like engaging in a foot pursuit or dragging a charged line on a fire ground. Importantly, none of the components that candidates are asked to perform require previous job experience. With each project, we develop a practical candidate study guide that provides in-depth information about the test events candidates are expected to perform. We also provide all pertinent technical documentation so you can continue to administer the process the same way each time in all future administrations. Sample test components for law enforcement, fire service and corrections are included in the table to the right.

#### SAMPLE TEST COMPONENTS

##### LAW ENFORCEMENT

- Pursuing suspects
- Climbing fences
- Encountering obstacles
- Subduing and apprehending

##### FIRE SERVICE\*

- Dragging uncharged supply lines
- Opening hydrants
- Advancing charged lines
- Carrying and placing equipment
- Raising halyards on ladders
- Rescuing victims

##### CORRECTIONS

- Responding to emergencies
- Aiding fellow officers
- Performing pat-downs
- Subduing and apprehending

\*If your agency has access to specialized equipment and wishes to use the Candidate Physical Ability Test (CPAT), developed jointly by the International Association of Firefighters and the International Association of Fire Chiefs, Stanard can also help with the recommended CPAT transportability study.



“The Addison Police Department is very proud to announce that we partnered with Stanard & Associates in an effort to find the most qualified candidates. Stanard conducts a full spectrum of testing for the Addison Police Department, including entry level as well as promotional advancement. Stanard & Associates helped develop a psychological profile for new police officer hires and promotions that centered on characteristics found in highly productive employees who demonstrate positive interactions in their daily routines. Since this development, we have created a very positive and productive work force through Stanard’s various testing and evaluation products.”

Chief T. Hayden  
Addison, Illinois Police Department



## Personality and Psychological Assessment Services

Since 1976, Stanard & Associates has conducted tens of thousands of personality or psychological assessments of candidates for public safety positions. We provide clients with a range of services – all designed to help decision-makers ensure they have the right people for the job. An agency’s assessment needs typically fall into one or more categories, each with a defined objective. Our psychologists work directly with clients to ensure the assessment process is tailored to meet an agency’s needs. The assessment processes below have been used successfully in a variety of public safety agencies, including police departments, fire departments, county sheriff offices and correctional facilities.

### ASSESSMENT OBJECTIVES

#### Entry-Level

Identify those individuals in the applicant pool who are best-suited for a career with your agency. Ensure those who are unsuited for a position with your agency are screened out of the hiring process.

#### Special Duty Assignment

Identify the candidate(s) with the motivation, background and personality most in line with the unique requirements of a special duty position within your agency (e.g., police SWAT Team; fire service HAZ-MAT Team; corrections Rapid Response Unit).

#### Promotional

Assess supervisory or command position candidates for supervisory potential. Assess for interpersonal, leadership, analytical and other critical skills necessary for success at higher ranks.

#### Fitness for Duty

Determine if there are any factors that might interfere with an individual’s ability to function effectively on the job. This might be prompted in situations where an individual has experienced a major incident on or off the job, or where the individual’s ability to competently perform is otherwise called into question.

#### BENEFITS OF WORKING WITH A FIRM EXPERIENCED IN INDIVIDUAL ASSESSMENT FOR PUBLIC SAFETY

- Hire the right people. Eliminate wasted expenditures incurred by selecting and training the wrong people.
- Maximize the job satisfaction an employee realizes when properly matched with his/her skills, abilities and interests.
- Assess the “intangibles” that go untested with the use of just a written exam; ensure those about to be promoted are able to effectively lead and manage others consistent with department and community objectives.
- Increase department morale and community confidence that results from having the right people in the right jobs.
- Manage agency and community risk; stem accusations of negligence that may result from hiring or continuing to allow an unfit employee to perform in the job.

“Stanard & Associates professional staff works to give you the very best qualified people unique to your specific vision.”

– John Zaruba, Sheriff  
President, National Sheriff’s Association, 2009-2010  
DuPage County, Illinois Sheriff’s Office

Call 800.367.6919 or email us at [sales@stanard.com](mailto:sales@stanard.com) for ordering information.



## Job Analysis

Job analysis is a structured approach for assessing a particular job or position and serves as the foundation for many important human resources decisions and processes. Job analysis helps answer basic questions such as what a person does on the job – the tasks or activities associated with major duties and responsibilities – as well as the knowledge, skills, abilities and other characteristics necessary to successfully perform job duties. There are many approaches and methodologies that analysts have at their disposal for collecting job information, such as interviews, observations and questionnaires specifically designed to probe a position in great detail. Depending on the scope of a project and the purpose of the job analysis, one or more approaches might be used. For many entry-level public safety positions, job incumbents - those people currently performing the job – are very adept at describing what they do, while supervisors provide supplementary information regarding necessary skills and abilities. When there is a large number of incumbents, and it is not possible to interview everybody, questionnaires are an efficient means of gathering information.

There are numerous situations for which a thorough job analysis is warranted. Any testing process, whether for entry-level selection or promotion, requires job analysis to establish a relationship between the requirements of the job and the testing process being used. We recommend all agencies have local job analysis data to show the relationship between a job's requirements and the testing process. Job analysis is also helpful for accreditation purposes.

Organizations such as the Commission for the Accreditation of Law Enforcement Agencies (CALEA) require that agencies have job analysis data on-hand or some other documentation detailing the nature of the positions as they are performed in your department. Job analysis also serves as the underpinning for other important processes like performance appraisal and training programs. Depending on your agency's needs, Stanard & Associates can document position-specific lists of important functions, narrative job descriptions, or both.

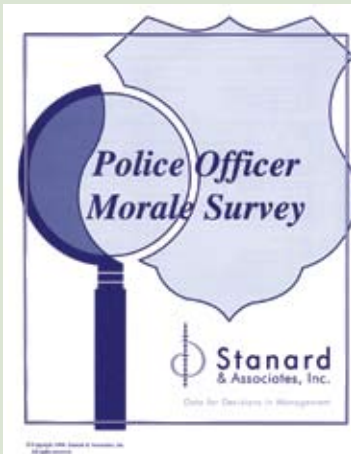
### ON-LINE JOB TASK ANALYSIS

Stanard & Associates, Inc. is pleased to offer an on-line job task analysis program. This delivery method is a convenient and efficient way to collect data while saving money and time for your agency. For more information, please contact a public safety sales consultant.

### HIGHLIGHTS

- Documents the important tasks, knowledge, skills, and abilities associated with the job
- Assists with the development of job descriptions
- Agencies may link JTA results to hiring, promotion, training, and job performance criteria
- May be used to meet accreditation standards





## Department Morale and Climate Assessment

### LAW ENFORCEMENT MORALE SURVEY (LENS)

The most effective law enforcement departments have an esprit de corps that is difficult to objectively characterize. Research suggests that gains in organizational performance often follow from a foundation of positive employee morale. While policies and procedures, and even meeting accreditation requirements, show that an agency can excel operationally, the most progressive agencies want to better understand morale and department climate in order to address issues that may block optimal performance.

In addition to our experience in public safety testing and selection, Stanard & Associates is also known for its expertise in the measurement of employee satisfaction and organizational climate. In the private sector, we've helped organizations with as few as 60 employees and as many as 60,000 employees worldwide. We've leveraged our experience in employee surveys to create the Law ENforcement Morale Survey (LENS) to help departments identify areas of the work climate that are obstacles to high levels of employee morale, and consequently, to department performance. The LENS provides an objective, unbiased measure of workplace climate to help the department identify its areas of strength and developmental opportunities. Through the identification of priorities and action planning efforts, the department can work to improve in areas where improvement is needed most.

The survey contains 85 statements that respondents answer on an Agree-Disagree scale. The survey measures 15 distinct facets of satisfaction, including job stress, training and preparedness, communication, performance evaluation and satisfaction with fellow officers. A score is calculated that provides an indication of overall departmental morale. Additionally this "morale index" may be prepared for distinct subgroups, such as all officers on a particular shift, or all officers falling under a particular commander, etc.

**FOR NEWLY HIRED CHIEFS, THE LENS IS A GREAT TOOL FOR GETTING A "BASELINE" MEASURE OF MORALE AMONG OFFICERS IN THEIR NEW AGENCY**

# Here's what our customers have to say about Stanard & Associates...

"I would highly recommend using them as a resource for your agency's success."

– Sharon Schwabe, Program Director  
Colorado Association of Chiefs of Police

"An easy to use and administer testing mechanism for all size departments, large and small, with the results when you want them. No waiting for someone else to score [POST self-score version] and report back to you."

– Don Thaves, Executive Director  
Wisconsin Chiefs of Police Association

"Stanard & Associates entrance exams have proven to be very beneficial and affordable for our small police department. I have been very pleased with the services provided by Stanard & Associates and I would highly recommend their products to other departments. They provide many services that would normally only be afforded to much larger departments, thus allowing us all to play on the same field at the same level."

– Kim Wallace, Chief of Police  
Dover, Tennessee Police Department

"Stanard & Associates serves as the "Turn Key" or simplest method to make employment and promotional testing available to your Office. Initiate your testing process by calling Stanard & Associates, while you, as the Sheriff, continue to serve and protect."

– John Thompson, Sheriff  
Bureau County, Illinois Sheriff's Office

"We use Stanard & Associates for our internal promotional testing. It is a way of getting an objective measure of staff so that we make better decisions about who is ready to move up in our organization."

– Susan Riseling, Chief of Police  
University of Wisconsin-Madison Police Department  
Past Vice President at Large, International Association of Chiefs of Police

"During my 35 years in law enforcement, I've seen and utilized entry tests produced by numerous companies. Stanard & Associates is the first company that has provided everything in one package. They produce an excellent test at a reasonable price and supported by dedicated customer service."

– Art Mabry, Chief of Police  
Vermillion, SD Police Department  
President, South Dakota Police Chiefs Association

"The Oregon Association Chiefs of Police has been the agency in Oregon that distributes the Stanard & Associates POST tests for law enforcement entities across the state. This has been a wonderful partnership for the association because of the true professionalism of everyone at Stanard & Associates. Besides that, the products they offer are of high quality and the agencies who use these tests are very pleased with how simple they are to use and are very satisfied that they obtain accurate results."

– Karlyn Campbell, Association Executive  
Oregon Association Chiefs of Police

"The Sangamon County Sheriff's Office utilizes the services of Stanard & Associates because we can count on consistent quality and integrity. The entire professional staff at Stanard works to ensure they offer the best product and service."

– Neil Williamson, Sheriff  
Sangamon County, IL Sheriff's Office

## Here's what our customers have to say about Stanard & Associates...

"I've truthfully not experienced a better business relationship than the one we enjoy with Stanard & Associates, including all their representatives and associates at all levels. They are simply great to work with."

– Doyle M. King, Executive Director  
Kansas Association of Chiefs of Police

"The Edmond Police Department has been extremely pleased with our involvement with Stanard and Associates. We have now utilized Stanard for two promotional tests and one hiring test. We have found that the benefits of having a customized promotional test go further than the actual promotion. All the candidates who studied the material became more knowledgeable and, therefore, better officers. Our plans are to continue to utilize Stanard and Associates for future testing and look forward to a continued partnership with this very professional and helpful organization."

– Captain Nicki Smith  
Edmond, Oklahoma Police Department

"We have been using Stanard & Associates, Inc. for several years for entry level testing and are now beginning to use their psychological assessment services. They have always provided our test results in a very timely manner and in an easy to understand format. The most important benefit is the ability to work with them to design a written test or psychological assessment that is tailored for our department. This allows us to find candidates that will mesh well with the policing philosophy laid out for our department."

– Lieutenant Jerry Baldukas  
Racine, Wisconsin Police Department

"As a thirty two year veteran in law enforcement, I have had my opportunity to use numerous testing procedures for the entry level hiring of police officer candidates. One I have found that stands above all the others is indeed Stanard & Associates. Recently here in Lancaster County, PA, we had the opportunity to use Stanard & Associates Entry Level testing through our PA Chiefs of Police on a county-wide level, and we were very happy with the results and candidate pool that the testing provided. The testing was very professional; it hit on all the modern aspects of law enforcement and our association was very pleased with the results. We will use them again."

– Rich Garipoli, Chief of Police  
President, Lancaster Co Chief's of Police Association  
Warwick Township, PA Police Department  
Member, IACP Training Committee

"Since we have gone with Stanard & Associates we have brought credibility to our testing procedure. Stanard & Associates makes it very simple for agencies to find good people because they have done their homework on what the agencies are looking for, and will customize a process to fit your needs."

– Brent Fischer, Sheriff  
Adams County, Illinois Sheriff's Office



## Here's what our customers have to say about Stanard & Associates...

"In 2006, the Sheboygan County Sheriff's Dept. decided to change the current hiring procedure for the deputy sheriff position. We looked to Stanard and Associates based on the overall quality of their testing services and the outstanding reputation their company has. Using both the written examinations and the psychological evaluation, we were able to develop an effective hiring procedure that allowed us to hire the best possible candidates for the deputy position. In the current state of law enforcement hiring, Stanard and Associates has helped our department develop a psychological evaluation that will allow us to hire the best employees in the future."

– Captain Cory Roeseler  
Sheboygan County, WI Sheriff's Department

"We have found that by using the Police Officer Selection Test, we have improved our applicant hiring process, resulting in better applicants, overall. The end result is a better qualified law enforcement applicant."

– Lt. David J. Sandlin, Administrative Division Chief  
Cullman County, AL Sheriff's Office

"As a Chief of Police in Virginia and North Carolina, I can certainly attest to the value of Stanard & Associates. Their product is professional, dependable, and user friendly. The hiring process is a difficult situation, requiring the best testing available. The POST product is the best I have found. I believe Stanard & Associates offers a significant tool for any law enforcement agency seeking reliable and professional assistance."

– Chief G. Mitchell (Mick) Reed  
Washington, North Carolina Police Department

"I have depended on Stanard and Associates for entry level and promotional testing for nearly ten years. Having served as chief of police in three different cities in three different states, I have discovered that Stanard will deliver a product that is fair, balanced, and meets the expectations for the written phase of testing. I have always been very pleased with their professional assistance and advice. In networking with chiefs from three state police associations, I have never heard of any department with an unpleasant experience with Stanard's tests."

– Chief J.D. Sanders  
Hobbs, NM Police Department

"I have been extremely pleased with the results of the "Stanard" testing materials. It is a very useful tool in the hiring process. It gives you more information to evaluate applicants."

– Byron Cox, Chief of Police  
Weatherford, OK Police Department

"The Algonquin Police Department recently contracted with Stanard & Associates to develop a promotional written exam and an oral interview. The expertise and professionalism shown by the staff of Stanard exceeded my expectations. The process was tailored to meet our needs... Not only was I pleased with the process, but all the candidates felt that it was relevant, fair and impartial."

– Russel B. Laine, Chief of Police  
Algonquin, Illinois Police Department  
Past President, International Association  
of Chiefs of Police

## Here's what our customers have to say about Stanard & Associates...

"We've used the Stanard & Associates test for several years to test for our new employees. We have found that these tests provide us with the most intellectually qualified of our candidates for the Police Officer positions we are trying to fill. With the self-scoring option we have the results within a short time and this allows us to begin the process of selecting the finalist for the positions a lot sooner. I would recommend Stanard & Associates to any law enforcement agency."

– Jack H. Baldwin, Chief of Police  
Pigeon Forge, Tennessee Police Department

"The Brown Deer Police Department has been utilizing the POST exam for over 10 years and the Supervisory exam for the last three. We have been very satisfied with both examination processes. Stanard and Associates provides a great first step in the process of evaluating candidates for the positions of patrol officer and supervisor within our organization."

– Steven C. Rinzel, Chief of Police  
Brown Deer, WI Police Department

"We have used Stanard's entrance exams for several years now. We believe they are a fair and accurate method of testing applicants in basic skills needed for police officer candidates. Stanard and Associates is also a great company to work with. I would recommend this company and their tests to any agency looking for a way to improve their hiring practices."

– Chief Mike Martin  
Oxford, MS Police Department

"The Town of Buckeye has used Stanard & Associates self-scoring, POST exams for our New Entry Police Officer testing process for several years and we have been very pleased. The staff is very helpful, service prompt and test scoring easy!"

– Lori Otto, Human Resources Generalist  
Town of Buckeye, AZ Human Resources Department

"During my twenty years as a police administrator I have used many instruments for entry-level applicant testing with varying degrees of success. Eight years ago our agency began using the Stanard and Associates entry-level exam and we have been extremely happy with their product. They have proven to be a very good predictor of success in the basic police academy course work. In addition, the Stanard and Associates test is very affordable, simple to administer and easy to score. I highly recommend them."

– Michael W. Robinson, Chief of Police  
Oklahoma State University

"I have been utilizing Stanard & Associates for our entry-level Police Officer tests the past 4 years. I have experienced excellent results with this test as part of our four step testing process. This product is fair, balanced and exceeds my expectation for the written test portion of my process. The Stanard & Associates test has been endorsed by the Chief's association and the licensing board in my state. I will continue to utilize this product for entry-level officers and it will be the first contact I make for my next promotional testing process."

– Daniel T. Hatten, Chief of Police  
Hutchinson, Minnesota Police Department

## Here's what our customers have to say about Stanard & Associates...

"The City of Dearborn Heights looks to Stanard & Associates first when hiring or promoting police officers, firefighters, or civilian dispatchers. The quality of the customized exams remains unmatched. In fact, we have been spoiled by the ease of mind Stanard provides us during testing processes. Stanard's employees demonstrate the highest level of professionalism, and they make us feel like we are their only customer."

– Elisabeth Sobota-Perry, Human Resources Director  
Dearborn Heights, Michigan

"The 1st and 2nd line supervisor tests have been of great value to the Doylestown Township Police Department in challenging our police officer candidates to be prepared to be chosen to be promoted. Selecting our supervisory leaders is critical to the future success of our police department!"

– Steve White, Police Chief  
Doylestown Township, PA Police Department

"I am very pleased with the testing. It has made our hiring process more professional and we are selecting high quality officers. I would recommend your services to any department wanting to improve their hiring process."

– Chief Richard Hall  
Germantown, Tennessee Police Department

"We have been using the entry level test for approximately four years. We have found it to be a very effective tool and an excellent predictor of success as a police officer with our department. I would highly recommend it to anyone as a screening tool for entry level police officers."

– Chief Tom Younce  
North Carolina State University Police Department

"As a member of the executive board of the Pennsylvania Chiefs of Police Association and a chief who has used and proctored the tests provided by Stanard and Associates, I have been very pleased with all levels of their testing. Stanard and Associates have a product that is well organized, fair, easy to use, and meets the expectations for the written phase of all areas of testing. I have been very pleased with the answers, advice, and assistance that I have received when contacting the professional staff of Stanard and Associates. I would recommend them to anyone who was looking for a law enforcement test at any level."

– Chief James C. Childs III  
President, Pennsylvania Chiefs of Police Association  
Southern Regional Police Department, New Freedom, PA

## Here's what our customers have to say about Stanard & Associates...

"You can quote me saying that your service is prompt and that we have found the POST to be a valuable tool in the police officer selection process at the Galax Police Department. It is a professional product at a reasonable price, and we have recommended the test to other agencies."

– Rick Clark, Chief of Police  
Galax, Virginia Police Department

"I have used Stanard's entry level exams for both Police and Fire for several years, and have been very happy with the ease of use and scoring, and with the excellent customer service I receive from Stanard's staff. The city I currently work for has also used Stanard's promotional written exam for Fire Captain, and we were very pleased with the ability to select the source documents that would be used and to customize the percentage of test questions used from each source. I would highly recommend Stanard's testing products to anyone."

– Melissa Fairbanks, PHR, Human Resources Director  
City of Ottawa, Kansas

"As a Chief at a small agency I have come to rely on the Stanard & Associates test as an effective way to pre-screen applicants. In addition, I have found those applicants who score well have little trouble (academically) completing the State Academy or our internal training requirements. It has become an important "tool" for my hiring process and helps me make the right hiring decision the first time."

– Bob Sage, Police Chief  
Rose Hill, KS PD

"We have used the Stanard POST test for a number of years and have found it to be a useful tool in our selection process for police officers. The test covers basic, yet important, components that help determine who should be recommended for further consideration; plus with self-scoring, we are able to get the results quickly and accurately."

– Laura Anderson, SPHR, HR Director  
City of Mustang, OK

"The Stanard & Associates POST test for entry-level Police Officers and the NFST test for entry-level Fire Fighters are great products and the customer service at Stanard is excellent."

– Cesar R. Garza, Civil Service Director  
City of Laredo, TX

## Here's what our customers have to say about Stanard & Associates...

"We've used Stanard's entrance exam for many years for both police and fire. The test has proven to be a valuable tool in our selection process. The strong customer service support and knowledgeable staff are important assets in the process."

– Paul M. Rensted, Recruitment Administrator  
City of Annapolis, MD

"We have experienced time and again that the Stanard & Associates Police/Corrections examination system provides an accurate and viable process to aid in identifying the most qualified and stable applicant. If you wish to ease your selection process with positive results, I solidly endorse the use of the Stanard & Associates for your testing resource."

– Robert J. Noonan, Chief of Police  
Wentzville, Missouri Police Department

"I am very pleased with the testing product available through Stanard and Associates. I have been involved in hiring for quite a few years and the product provided by Stanard and Associates has been by far, the best yet. The ability to have immediate results from a very reliable source is invaluable in today's hiring market where many applicants are applying and testing in more than one location and timeliness in completing the testing process is critical."

– Chief Terry Wright  
Tillamook, OR Police Department

"The Newport News Police Department has been utilizing Stanard & Associates' Police Applicant's Entrance Examination for several years. The entrance examination serves as the initial screening device of our police applicant process. We look for excellence in each applicant and Stanard provides us with the starting point to recruit the most highly qualified applicants."

– James D. Fox, Chief of Police  
Newport News, VA Police Department

"We began using the Stanard & Associates pre-employment test for our police applicants earlier this year and have been extremely pleased with the results. This testing process for us is the first step in accurately identifying applicants qualified for a police position in our department. We have been so pleased with Stanard & Associates that we are now using their services to create promotional testing for our department."

– Charles H. Hinnant, Chief of Police  
Cumberland, Maryland Police Department

"The tests from Stanard give agencies another tool in the selection process of the most qualified candidates for employment or promotion."

– Mark A. Marshall, Chief of Police  
Smithfield, Virginia Police Department  
Vice President, International Association of Chiefs of Police

## Here's what our customers have to say about Stanard & Associates...

"Using the Stanard test has saved time and money by allowing us to eliminate applicants who would not have satisfactorily completed the background investigation. This allows us to concentrate our efforts on viable candidate possibilities."

– Douglas L. Davis, Chief of Police  
Waynesboro, Virginia Police Department

"What can I say about your company? Well, everything we asked for was delivered, and in a timely manner I might add. As a first-time coordinator of the police officer hiring process, the assistance that you extended to me was invaluable. The Cherry Hill Police Department will kickoff a new police officer hiring process in the fall and will be soliciting the services of Stanard & Associates for the written test (POST). I look forward to working with you."

– Lt. Robert J. English, Director of Training  
Cherry Hill Township, New Jersey Police Department

"Our department began using, with great success, Stanard & Associates eight years ago in the development and administration of agency specific customized promotional examinations (Corporal, Sergeant, and Captain). I am more than satisfied with Stanard & Associates, both in terms of their level of cooperation and assistance in the development process as well as in regard to the final product. I wholeheartedly recommend their services."

– Mark D. Flanders, Chief of Police  
Pottstown, PA Police Department

"The Evansville Police Department recently switched to Stanard for our applicant and promotional testing. Their staff continues to impress me with the customer service they provide along with the quality testing products that they offer. I appreciate the options they provide to tailor a testing process that meets the personnel needs of our Department. Stanard also quickly provided all the supporting documentation we needed for our CALEA reaccreditation in a professional manner. I highly recommend their services."

– Doug Schneider, Personnel Unit Commander  
Evansville, Indiana Police Department

# Price Schedule for Off-the-Shelf Testing Products

For a complete order form and security agreement, or to request a price quote for any other product or service, please call 800.367.6919 to speak with a Stanard & Associates Public Safety Sales Consultant. The prices listed here are prices per individual test.

	TEST PRODUCT	SELF-SCORE (scored by test-using agency)			SCORED BY STANARD & ASSOC. (price includes test booklet, scoring and reporting results)		
		1 - 250	251 - 500	501+	1 - 250	251 - 500	501+
<b>LAW ENFORCEMENT</b>	<b>QUANTITY</b>						
	POST	\$15.00	\$14.00	\$13.00	\$24.50	\$23.50	\$22.00
	POST Administration Guide*				\$8.00		
	POST Examiner's Manual*	\$10.00					
	POST Study Guide	\$4.00			\$4.00		
	<b>QUANTITY</b>				<b>ANY QUANTITY</b>		
	NFLST	Stanard & Associates-scored version only			\$100.00		
	NSLST				\$125.00		
	NFLST or NSLST Administration Guide*				\$10.00		
	NFLST or NSLST Study Guide**				\$10.00		
<b>FIRE</b>	<b>QUANTITY</b>	<b>1 - 99</b>	<b>100 - 500</b>	<b>501+</b>	<b>1 - 99</b>	<b>100 - 500</b>	<b>501+</b>
	NFST or NFST-EMS	\$15.00	\$13.00	\$11.00	\$18.00	\$16.00	\$14.00
	NFST or NFST-EMS Administration Guide*	\$10.00			\$10.00		
	NFST or NFST-EMS Study Guide	\$4.00			\$4.00		
<b>DISPATCHER</b>	<b>QUANTITY</b>	<b>1 - 99</b>	<b>100 - 500</b>	<b>501+</b>	<b>1 - 99</b>	<b>100 - 500</b>	<b>501+</b>
	NDST	\$18.00	\$17.00	\$16.00	\$25.00	\$23.50	\$22.00
	NDST Administration Guide*	\$10.00			\$10.00		
<b>CORRECTIONS</b>	<b>QUANTITY</b>				<b>1 - 250</b>	<b>251 - 500</b>	<b>501+</b>
	NCST	Call for details			\$24.50	\$22.50	\$20.50
	NCST Administration Guide*				\$10.00		
	NCST Study Guide				\$4.00		

\*One Administration Guide or Examiner's Manual must be purchased with each first order.

\*\*One Study Guide must be purchased for each test purchased.

Stanard & Associates has partnership agreements in place with the following Associations. Contact your association directly for details on their testing program if your agency is in one of these states. Agencies outside of these states may order directly from Stanard & Associates by calling 800-367-6919.

- Alabama Association of Chiefs of Police
- Alaska Association of Chiefs of Police
- Colorado Association of Chiefs of Police
- Florida Police Chiefs Association
- Illinois Association of Chiefs of Police
- Illinois Sheriff's Association
- Indiana Association of Chiefs of Police
- Kansas Association of Chiefs of Police
- Kentucky Association of Chiefs of Police

- Maine Chiefs of Police Association
- Maryland Chiefs of Police Association
- Massachusetts Chiefs of Police Association
- Michigan Association of Chiefs of Police
- Minnesota Association of Chiefs of Police
- Mississippi Association of Chiefs of Police
- Missouri Police Chiefs Association
- New Mexico Association of Chiefs of Police
- North Carolina Association of Chiefs of Police

- Oklahoma Association of Chiefs of Police
- Oregon Association Chiefs of Police
- Pennsylvania Chiefs of Police Association
- South Carolina Police Chiefs Association
- South Dakota Police Chiefs Association
- Tennessee Association of Chiefs of Police
- Texas Police Chiefs Association
- Virginia Association of Chiefs of Police
- Wisconsin Chiefs of Police Association



**Stanard**  
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*Data for Decisions in Management*

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