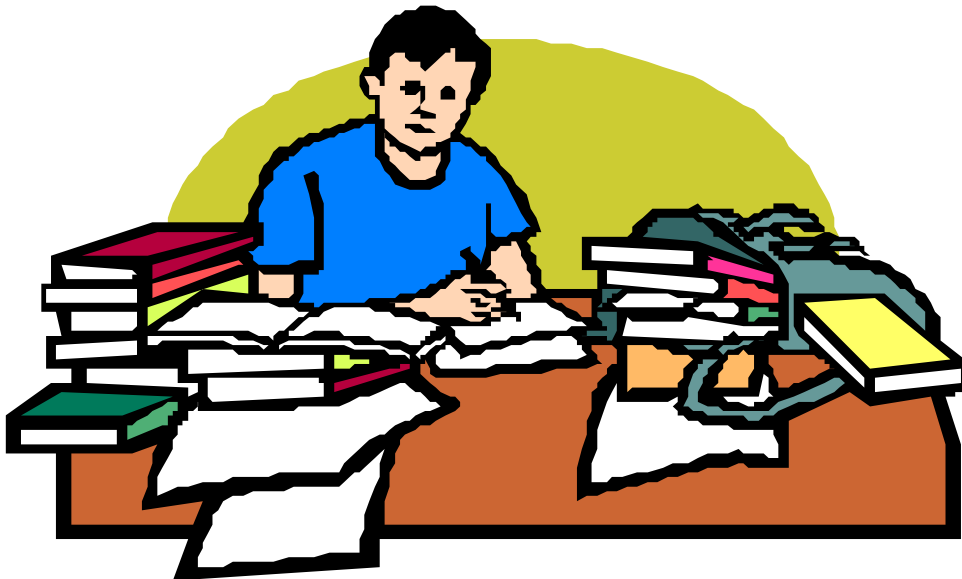


DRIVER LICENSE SPECIALIST – 60412

CANDIDATE INFORMATION GUIDE



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**ATTENTION:**

IF YOU MEET THE MINIMUM QUALIFICATIONS FOR  
DRIVER LICENSE SPECIALIST,  
YOU WILL BE SCHEDULED  
TO TAKE THE WRITTEN EXAMINATION,  
WHICH WILL BE ADMINISTERED ON  
SATURDAY, OCTOBER 19, 2024.  
EACH QUALIFIED APPLICANT WILL RECEIVE A  
POSTCARD IN THE MAIL  
ONE TO TWO WEEKS BEFORE THE TEST  
INDICATING THE LOCATION AND TIME  
FOR WHICH HE/SHE IS SCHEDULED.

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## **I. INTRODUCTION**

A written examination is being given in order to establish a register for the classification of Driver License Specialist (60412). The purpose of this booklet is to help you prepare for the written exam. Since all the material you will need to take the exam will be provided at test administration, you will not be allowed to bring this booklet to the exam with you.

## **II. THE JOB**

Driver License Specialist positions are with the Alabama Law Enforcement Agency (ALEA). Positions are located in various areas throughout the state of Alabama. This is specialized public contact and/or technical work in researching and reviewing classified documents and files. Employees in this class are responsible for researching, compiling, reviewing, and interpreting drivers' license records and computer files to determine that legal requirements have been met in order to reinstate persons as licensed drivers. Work is performed in specific assigned units of ALEA, but is guided by well-established standards and procedures. Work may involve advising individuals of conditions for reinstatements; calculating suspension dates and fees; answering general inquiries; and interpreting and communicating Safety Responsibility laws and procedures. After an initial training period, work is performed independently unless work procedures or methods are changed. Supervision and instructions are normally received from a uniformed arresting officer who reviews work through reports and observations.

## **III. THE EXAMINATION**

The selection procedure for this classification is a written, multiple-choice examination. A multiple-choice exam is designed to measure specific knowledges and abilities. The test is divided into six sections with each section measuring different knowledges and/or abilities. Applicants are presented with a test item and four possible responses to that question. Applicants then select the BEST possible response to the question. Here are some points to remember when taking the examination:

- Some people get nervous when they take tests. There is nothing wrong with that. However, it is not good to be so nervous that you cannot concentrate. You need to keep your mind on the test items and not on your feelings. To improve your ability to do this, you will find ideas in this booklet on how to study and prepare for the written exam. The more prepared you are, the more comfortable and less nervous you will feel during the exam.
- You will be given **3 hours to complete the exam**. Use your time efficiently. The exam is not a test of how quickly you can answer questions. However, it may not allow you all the time you might like. Don't become nervous or feel rushed if others start finishing the exam before you do. Monitor your time and budget how long you spend on each item/section so you can try to finish as much of the test as you can.
- While reading passages, you may want to make notes or mark important information. If you make notes, be brief. You can also underline or highlight important information as you read. You are allowed to write in the test booklet; however, only answers recorded on your Scantron answer sheet will be scored.

- Don't give up. Many people give up too easily on tests. If the question or problem seems hard, they do not even try. Mark an answer on your answer sheet for every item, even if it is a guess. You will not be penalized for guessing. On the other hand, do not spend too much time on any one question just because it is hard. This may not leave you enough time to answer questions that you know later in the exam.

#### **IV. HOW THE WRITTEN EXAMINATION WAS DEVELOPED**

A job study of the Driver License Specialist job classification was conducted before developing the examination. Employees who work in this position and their supervisors participated in this study to determine the job duties performed by Driver License Specialists as well as the knowledges and abilities Driver License Specialists must possess in order to effectively perform the job duties of the position.

The study showed that the knowledges and abilities listed below are associated with the job duties of the position. Driver License Specialists must possess these knowledges and abilities on their first day of work before training. On the following lists, some of the knowledges and abilities are bolded. The examination for the Driver License Specialist will measure the **eight (8)** knowledges and abilities that appear in **bold print**. The remaining abilities and knowledges are not measured by the written test and must be demonstrated during the probationary period if you are hired as a Driver License Specialist.

#### **Knowledges**

- Knowledge of the principles and practices of office administration to include general operations and unit specific procedures as needed to ensure that applications, records, and transactions are processed correctly and efficiently
- Knowledge of research techniques to include identifying relevant information, recognizing related guidelines, and proper coding as needed to locate information required to process driver license transactions
- Knowledge of report writing techniques to include identifying relevant, assimilating information from various sources, and using proper rules of English as needed to compile reports and respond to inquiries from supervisors, government agencies, etc.
- Knowledge of basic mathematics and accounting principles to include calculating numbers, compiling statistics, counting money correctly, and maintaining accurate ledgers and spreadsheets as needed to calculate eligibility and suspension date, compile reports, and reconcile actual money received with transactions
- Knowledge of office equipment such as computer, scanner, telephone, camera, adding machine, and microfilm machine to include basic operation and maintenance as needed to facilitate the workflow and work efficiently and effectively within the organization

- Knowledge of proper telephone etiquette to include being helpful, courteous, professional, and knowledgeable as needed to relay accurate information and communicate effectively and efficiently with various individuals
- **Knowledge of the English language such as proper spelling, grammar, punctuation, vocabulary, sentence structure, and syntax to include explaining technical concepts in non-technical terms, communicating clearly and effectively, and communicating orally and in writing as needed to provide written and oral information to applicants, coworkers, and supervisors and to work the Help Desk**

### Abilities

- **Ability to make decisions to include researching, interpreting, and applying departmental policies and procedures as needed to represent the division, make appropriate determinations, and assist with problems and questions**
- Ability to exercise good judgment to include acting independently, using discretion, consulting resources, and researching subject matter as needed to evaluate situations and make decisions, make decisions in the absence of the supervisor
- Ability to maintain effective relationships with department officials, employees, and the general public to include establishing rapport, discussing current issues, and knowing contact persons as needed to serve as a representative for the Driver License Division and assist with problems and questions
- Ability to maintain confidentiality of information such as personal identification information and medical information to include obtaining and using sensitive information discreetly and objectively, providing only appropriate information, and preserving confidentiality as needed to ensure privacy, rights of individuals, and compliance with rules and regulations
- Ability to communicate with individuals from diverse socio-economic and cultural backgrounds to include communicating effectively to various people and adjusting communication to the listener as needed to provide and exchange information
- Ability to research information such as files, statistics, computer printouts, etc. to include consulting the appropriate guideline; contacting other law enforcement agencies, doctor's office, insurance companies, and Legal Division; compiling information from various sources; and applying information to current situations as needed to evaluate reinstatements, prepare case histories, and provide information
- Ability to operate standard office equipment such as copier, shredder, telephone, fax machine, scanner, and typewriter to include basic operation and maintenance as needed to maximize work time, receive and transmit information, and store/analyze information

- **Ability to perform mathematical computations such as addition, subtraction, multiplication, division, and averages to include track totals, calculate productivity statistic, document monies in and monies owed, and calculate suspension times as needed to calculate fees, eligibility dates, evaluations, and costs**
- **Ability to compose written documents such as letters, memoranda, and reports to include clarity, content, conciseness, and grammatical and spelling accuracy as needed to provide, obtain, and exchange information**
- **Ability to plan to include organizing information, establishing priorities, meeting deadlines, allocating resources, and achieving objectives as needed to make determination decisions and accomplish goals**
- Ability to communicate orally in one-on-one situations such as interviews, instructional situations, and briefings to include identifying relevant information, compiling information into logical order, presenting information effectively, answering impromptu questions, and problem-solving as needed to handle face-to-face transactions and exchange information
- **Ability to read and comprehend numerical information such as monetary transactions and productivity statistics to include interpreting information accurately and taking appropriate action as needed to evaluate operations, make decisions, reconcile monetary transactions, monitor operations, ensure accountability, and to ensure compliance with rules and regulations**
- **Ability to read and comprehend narrative information such as laws, regulations, manuals, letters, memoranda, AG opinions, transactions, and reports to include interpreting information, applying to current situations, gain knowledge and understanding as needed to process license transactions, evaluate operations, make decisions, ensure compliance with rules and regulations, and plan for future requirements and needs**
- **Ability to file/retrieve documents using formats such as DL number, alphabetical, numerical, or alphanumeric in order to store and retrieve the hard copy of documents**
- Ability to read city/county/state maps as needed to locate sites, provide information to applicants, and travel to field offices
- Ability to be professional when dealing with applicants such as hostile or irate individuals, elderly individuals, physically or mentally impaired individuals, and people of diverse ethnic backgrounds to include remaining calm and helpful; demonstrating patience, tact, and courtesy; and showing compassion as needed to perform transactions and provide information

- Ability to work stressful conditions to include working on multiple tasks simultaneously, meeting numerous demands with repeated interruptions, and remaining focused as needed to work efficiently, effectively, and productively
- Ability to reconcile monetary intake to include counting money and maintaining accurate records as needed to ensure accuracy and accountability and record accounts receivable
- Ability to communicate orally to groups such as examiners, county personnel, court officials, and departmental personnel to include remaining calm, identifying relevant information, compiling information into logical order, presenting information effectively, and answering impromptu questions as needed to make presentations, provide information, provide updates on policies and procedures, and teach job-related classes

## V. WHAT TO DO BEFORE YOU COME TO TAKE THE EXAMINATION

Here are some suggestions for what to do before the examination and for getting to the exam location on the correct day, on time, and with the proper materials that you will need to take the examination.

- **Get there early.** Give yourself plenty of extra time to get to the testing location, park your vehicle, and find the appropriate testing room on the school campus. If you are rushed and late, you will be upset or anxious when you arrive. Plan to get there before the scheduled exam time.
- **Do not bring this booklet or any study materials with you to the exam location.** This includes notes and any manuals and source documents that you may have used to prepare for the examination.
- **You must bring the test schedule card** that you will receive from the State of Alabama Personnel Department. This card lists the examination title, location of exam, and date, day, and time of examination.
- **You must bring two sharpened #2 lead pencils.** You may also bring a highlighter to use during the test if you wish. You may highlight information in the test booklet.
- **You must bring picture identification to the exam location.** This may be your driver license, a military identification card, or a passport.
- **You may bring a calculator** to use on the Driver License Specialist examination. Small solar-powered or battery-operated calculators that perform basic functions such as addition, subtraction, multiplication, division, square roots, or percentages are allowed. Calculators that plug-in, utilize tape, or have word processing, spelling, thesauruses, or other storage and retrieval capabilities (except basic memory functions) are not allowed. Calculators that are a feature on a cell phone are not permitted. Calculators are subject to inspection by exam monitors. Applicants may not borrow or share calculators at the exam site.



# Test Taking Tips

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- **Listen to the test monitors and follow their instructions carefully.** If you have a question at any time before or during the exam, ask the monitor for assistance.
- **Be sure you mark one answer for each item.** There is only one correct response for each item. If you are not sure of an answer, go with your first choice. If you decide to leave an item blank, be sure you allow time to come back to answer the item and be certain you skip the item number on your Scantron answer sheet. It is to your advantage to answer as many items as possible, even if you must guess.
- **Be sure to mark your answers on the answer sheet.** You are free to mark in the test booklet, but your test booklet will not be scored. Only answers clearly marked on the Scantron answer sheet can be given credit.
- **Manage your time.** You will have three hours to complete the exam. Wear a watch or bring a stopwatch in case there is no clock in the testing room. Keep track of your time during the exam. Work through the test without spending too much time on any one item. If you cannot decide on the best answer to a question, skip it and go back to it later. Don't rush through the exam. If you finish early, go back over the exam to check your answers or review items you had questions about.

## **VI. HOW TO PREPARE USING THIS CANDIDATE INFORMATION GUIDE**

This Candidate Information Guide can be used as a valuable resource material. The questions contained in the booklet are representative of the types of questions that will be on the actual examination. Familiarize yourself with the sample questions that begin below. The answers to each question are provided on page 21. You should read the instructions and answer each question carefully. Like the examination questions, the sample items are presented in the following categories:

Section I. Make Decisions

Section II. Read and Comprehend

Section III. English

Section IV. Math

Section V. Plan and Organize

Section VI. Filing

## VII. SAMPLE TEST QUESTIONS

### Section I. Make Decisions

Use the information provided to answer items 1 and 2.

#### Excerpt from the Alabama Driver License Point System

- Reckless Driving – 6 points
- Speeding (85 MPH or above) – 5 points
- Illegal Passing – 4 points
- Wrong Side of the Road – 4 points
- Following Too Closely – 3 points
- Speeding in Excess of Posted Limits – 2 points

#### Motorists' Driving Citations

##### Motorist 1

- Speeding (50 MPH in a 35 MPH zone)
- Following Too Closely
- Speeding (84 MPH in a 70 MPH zone)

##### Motorist 3

- Speeding (47 MPH in a 35 MPH zone)
- Speeding (67 MPH in a 50 MPH zone)
- Speeding (89 MPH in a 70 MPH zone)

##### Motorist 2

- Speeding (87 MPH in a 70 MPH zone)
- Speeding (79 MPH in a 70 MPH zone)
- Illegal Passing

##### Motorist 4

- Speeding (86 MPH in a 70 MPH zone)
- Speeding (49 MPH in a 30 MPH zone)
- Illegal Passing
- Speeding (88 MPH in a 70 MPH zone)

1. If a license is suspended for 60 days when a driver receives 12 points, which motorist's license will be suspended for 60 days when the motorist receives one more violation?
  - A. Motorist 1
  - B. Motorist 2
  - C. Motorist 3
  - D. Motorist 4
  
2. If a license is suspended for 90 days when a driver reaches 15 points, which motorist's license has already been suspended for this period of time?
  - A. Motorist 1
  - B. Motorist 2
  - C. Motorist 3
  - D. Motorist 4

## Section II. Read and Comprehend

### PASSAGE I:

#### **760-X-1.07 Suspension And Revocation Of Driver License Under The Point System.**

(1) Code of Alabama, 1975, as amended, §32-5A-195, provides that the Director of Public Safety\* shall forthwith revoke the license of any driver upon receipt of such driver's record of any of the following offenses when such conviction has become final: manslaughter resulting from the operation of a motor vehicle; driving a motor vehicle by a person who is a habitual user of narcotic drugs, or while intoxicated, any felony in the commission of which a motor vehicle is used; failure to stop and render aid as required under the laws of this state in the event of a motor vehicle accident resulting in the death or personal injury of another; perjury, or the making of a false affidavit or statement under oath to the Director of Public Safety\* under this article, or under any other law relating to the ownership or operation of motor vehicles. Section 32-10-1(b) also provides that the Director shall revoke the driver license of persons convicted of leaving the scene of an accident under this section, §32-5A-195 further provides that the Director of Public Safety\* of the State of Alabama is authorized to suspend the driver license of a driver who he determines to be: (1) a habitually reckless or negligent driver of a motor vehicle, or (2) is a habitual violator of the traffic laws. However, there is no clear, uniform basis upon which the Director may act in finding that the driver license of a person should be suspended on either or both of the above grounds. Therefore, in order to establish a uniform system of suspending drivers' licenses on either or both of the grounds listed in §32-5A-195, the following classifications of point values shall be assessed for the following enumerated offenses against each driver, whether occurring within or without the State of Alabama.

\*Public Safety is now known as ALEA

3. According to the Passage I, when the final judgment is made, all of the following offenses may result in the revocation of a driver license **except**
- A. recklessly or negligently operating a motor vehicle.
  - B. being intoxicated or under the influence of drugs.
  - C. using an motor vehicle in the use of a felony.
  - D. involvement in a vehicular manslaughter.

**PASSAGE II:**

34-7-47 Appeals From Finding or Ruling of Board

Findings made by the board are deemed conclusive unless within 30 days after notice of the decision of the board has been given to the aggrieved party, said aggrieved person shall appeal said finding or ruling to the circuit court of the county of his residence or to the circuit court of Montgomery County. In the event of such appeal, the circuit court shall hear the same de novo. Such appeal shall be taken by the filing with the board of a letter stating the aggrieved person's desire to appeal said findings, and said letter shall specify whether the appeal is taken to the circuit court of the county of his residence or to the circuit court of Montgomery County. Such aggrieved person shall have a right to demand trial by jury by demanding same at the time of the filing with the board of the notice of appeal. The action of the board will be stayed pending such appeal. The circuit court shall have the right to affirm, reverse or affirm in part the finding of the board and shall render such final judgment as the court may deem just and proper.

In the event the decision of the board is affirmed, the cost of such appeal shall be taxed against the party taking such appeal. In the event the decision of the board is not affirmed in whole, the court shall in its discretion tax such cost of appeal against the board or against the person taking such appeal or partly against each; and the court in its discretion may award a reasonable attorney's fee to the attorney for the party taking such appeal as part of such cost, in the event the decision of the board is not affirmed in whole.

4. According to Passage II, an appeal to any decision of the board must first be made
  - A. within 90 days to the State Attorney General.
  - B. within 30 days to the State Court of Appeals.
  - C. within 60 days to the circuit court of the aggrieved party's county of choice.
  - D. none of the above.
  
5. According to Passage II, which of the following statements is **not** true?
  - A. Appeals to the board's decision are always tried by juries.
  - B. The decision made by the board is always suspended until after the appeal is decided.
  - C. If someone wants to appeal a decision by the board, he or she must file a letter of appeal.
  - D. The court has the authority to reverse the board's finding.

6. According to Passage II, in the event the decision of the board is partly upheld by the court and partly reversed, the court:
- I. must levy all of the court cost against either the board or the aggrieved party.
  - II. may use its own judgment in determining how much of the cost must be borne by either party.
- A. I only
  - B. II only
  - C. Both I and II.
  - D. Neither I nor II.

### Section III. English

INSTRUCTIONS: Question 7 contains words that might be used on the job of a Driver License Specialist. Review the list of four words and determine which word is spelled incorrectly.

7.     A.     taught  
       B.     enclosed  
       C.     registration  
       D.     considered

INSTRUCTIONS: For question 8, review the sentence and select the appropriate word(s) to complete the sentence.

8.     When numbering the report, I \_\_\_\_\_ one number.
- A.     omited  
       B.     ommited  
       C.     omits  
       D.     omitted
9.     Which of the following sentences contains no errors in spelling, grammar, or punctuation?
- A.     I was behind this afternoon, in completing my appointments.  
       B.     This afternoon, I run behind in completing my appointments.  
       C.     I went behind in the completion of my appointments this afternoon.  
       D.     I was running behind in completing my appointments this afternoon.
10.    Which of the following sentences contains no errors in spelling, grammar, or punctuation?
- A.     Driver License Specialist is not a supervisory position, however; Driver License Examiners work at a lower pay grade and handle the basic driver license transactions.  
       B.     Driver License Specialist is not a supervisory position; however, Driver License Examiners work at a lower pay grade and handle the basic driver license transactions.  
       C.     Driver License Specialist is not a supervisory position, however, Driver License Examiners work at a lower pay grade and handle the basic driver license transactions.  
       D.     None of the above sentences are correct.

## Section IV. Math

11. The following numbers represent the monthly reinstatements. Add the numbers to determine the total number of reinstatements for the month.

MON	TUES	WED	THURS	FRI
	25	18	19	22
21	22	23	18	24
22	20	26	22	19
28	19	17	20	22
16	17			

- A. 436  
 B. 440  
 C. 444  
 D. 451
12. The following numbers represent the number of files that were reviewed in the Medical Unit each day for four weeks. In which week was the highest number of files reviewed?

	Mon	Tues	Wed	Thurs	Fri
Week 1	26	32	31	28	33
Week 2	36	28	33	34	31
Week 3	28	34	32	28	30
Week 4	32	35	38	30	28

- A. Week 1  
 B. Week 2  
 C. Week 3  
 D. Week 4
13. At the start of the day, Specialist Wood's odometer read 128,627.8, and at the end of the day, it read 128,997.7. If he receives 44 cents per mile for travel expenses, how much should he receive for this day? Round to the nearest one hundredth.
- A. \$159.36  
 B. \$160.46  
 C. \$162.76  
 D. \$163.56



14. Assume you have 32 quarters, 48 dimes, 22 nickels, and 8 pennies. How much money do you have in change?
- A. \$10.48
  - B. \$11.58
  - C. \$12.58
  - D. \$13.98

## Section V. Plan and Organize

### Scenario 1

Assume you are a Driver License Specialist for the ALEA, and the following table is your work schedule for the week. This Friday is payday, so you know that you will be busy on Tuesday until lunch, verifying employee timesheets. You will be out all day Wednesday at the doctor's office. The following rules apply:

- You devote 2 hours every day to reviewing correspondence for your supervisor.
- You cannot change meeting dates or times; only your supervisor can.
- Any time that is reserved by your supervisor remains reserved unless changed by your supervisor.
- The four hours on Tuesday morning verifying employee timesheets cannot be changed by anyone.
- Any miscellaneous tasks (filing or typing) can be moved to a different date or time, as long as they are completed this week.

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00-9:00	Miscellaneous Typing	Timesheets	Sick Leave		Meeting
9:00-10:00	Miscellaneous Typing	Timesheets	Sick Leave		Meeting
10:00-11:00	Miscellaneous Typing	Timesheets	Sick Leave		Meeting
11:00-12:00	Miscellaneous Typing	Timesheets	Sick Leave		Meeting
12:00-1:00	Lunch	Lunch	Sick Leave	Lunch	Lunch
1:00-2:00			Sick Leave	Reserved for Supervisor	Reserved for Supervisor
2:00-3:00			Sick Leave	Reserved for Supervisor	Reserved for Supervisor
3:00-4:00			Sick Leave	Reserved for Supervisor	
4:00-5:00	Miscellaneous Filing	Miscellaneous Filing	Sick Leave	Reserved for Supervisor	

15. If you follow the schedule exactly, on what day(s) can you handle NO extra projects and still have time to review correspondence for your supervisor?

- A. Monday only
- B. Tuesday only
- C. Friday only
- D. Both Monday and Tuesday

16. If you follow the schedule exactly, on what days could you reserve a free hour for your supervisor and still have time to review correspondence for your supervisor?
- A. Monday, Tuesday, and Thursday
  - B. Tuesday, Thursday, and Friday
  - C. Both A and B
  - D. Neither A and B
17. Your supervisor tells you just before 8:00 a.m. on Monday that she needs four (4) additional hours of your time one day this week. She indicates that you cannot change any of your scheduled meetings or reserved times. On which day can you spend this time and still have time to fulfill your other responsibilities?
- A. Monday only
  - B. Tuesday only
  - C. Thursday only
  - D. Friday only
18. Your supervisor tells you that she needs help putting together information for a staff meeting on Friday. She indicates that the project will take two (2) hours. On what days could you accommodate her request?
- A. Monday and Tuesday
  - B. Monday, Tuesday, and Thursday
  - C. Thursday only
  - D. Monday, Tuesday, Thursday, and Friday

## Section VI. Filing

19. Which set of names is alphabetized correctly?
- A. Hagler, Hagley, Haigler, Haiglyn
  - B. Hagley, Hagler, Haigler, Haiglyn
  - C. Hagler, Haigler, Hagley, Haiglyn
  - D. Haigler, Haiglyn, Hagler, Hagley
20. Where would the number “8266688” fall in the following sequence:  
8266668, 8266678, 8266689?
- A. First
  - B. Second
  - C. Third
  - D. Fourth
21. Which of the following names would be filed second if they were arranged in alphabetical order by last name?
- A. Carey Gray
  - B. Annie Grayson
  - C. Barbara Grey
  - D. Tracie Grays
22. Arrange the following names in alphabetical order by last name. Using the number corresponding to the names, indicate the appropriate order of the names.
- 1. Jeffries, Radcliffe
  - 2. Jeffreys, R. J.
  - 3. Jeffreys, R.
  - 4. Jeffries, Radcliff
- A. 1, 3, 2, 4
  - B. 3, 2, 4, 1
  - C. 1, 2, 3, 4
  - D. 2, 4, 3, 1

## **Answers to Sample Questions**

### **Section I. Make Decisions**

1. B
2. D

### **Section II. Read and Comprehend**

3. A
4. D
5. A
6. B

### **Section III. English**

7. C
8. D
9. D
10. B

### **Section IV. Math**

11. B
12. D
13. C
14. D

### **Section V. Plan and Organize**

15. C
16. A
17. A
18. B

### **Section VI. Filing**

19. A
20. C
21. D
22. B

## VIII. BANDED SCORING

When the written exam for Driver License Specialist is graded, the scores will be grouped into bands. When you receive notification of how you did on the exam, you will not be given a numerical score (e.g., you will not receive a score of 95 out of 100.). Rather, you will be informed into which band your score fell. The following information was compiled to help you understand the banding process.

### **What is Banding?**

Banding is one way to reduce the impact of fluctuations in test scores that do not provide meaningful information about differences in the ability to do the job. One important purpose of testing is to identify the differences in test scores that reflect real differences among candidates. Banded scoring is a statistical procedure for grouping raw test scores that statistically are not meaningfully different from one another. In banded scoring, bands are set objectively and mathematically. They are not manipulated arbitrarily.

### **Misconceptions about Banding**

There are many misconceptions about banding and the use of banded scores. Some of the most common misconceptions are listed below. Each misconception is followed by a clarification.

- **Misconception: Each band should have the same number of people.**  
The people in a band are similar to each other in that statistically there is no meaningful difference in their scores. Sometimes Band 1 may be very large and at other times it may be small. We do not force bands to be a certain size. The size of the bands is based on the scores people make.
- **Misconception: Band numbers have no meaning. I don't have a score.**  
Think of a band as a group of tied scores that statistically are not meaningfully different. In school, two students with average grades of 93 and 94 would both be grouped into a band called "A" because the teacher cannot be sure that 1 point is a real difference in achievement. Think of scores on achievement tests children take in school. The fine print on the tests always cautions you not to focus on the numerical score but rather on the comparative score which uses some grouping techniques such as percentiles, stanines, standard deviations, grade levels, etc. These grouping techniques are considered forms of banding.
- **Misconception: Band numbers are the same as letter grades.**  
Band 1 does not equate to an "A," Band 2 to a "B," etc. In school, a predetermined numerical score (e.g., 90-100) equals an A. In banding, scores are banded only in relation to one another. Unlike grade school bands, the width of bands is not set in advance, nor is the number of bands. You compete against your peers only. Your scores are set in relation to your peers only. So both the total number of bands on a register and the number of people in each band are determined by the score distribution of the applicants taking the exam.

- **Misconception:**      **A band score on one test has the same value as a band score on another test.**  
Banded scores are test specific and cannot be compared to banded scores on other tests.
- **Misconception:**      **People who have been on the job longest should be in the top bands.**  
Time spent in a job may not be the same as skill in doing the job. The people with the strongest skills (or who did best on the exam) should be in the top bands. Some of these people will have been in the job longer than others. Years of service do not always equal proficiency.
- **Misconception:**      **Banding replaced the “Rule of 10.”**  
Banding did not replace the “Rule of 10.” The “Rule of 10” determines the number of bands to be certified. In the past, tied scores referred to an actual numerical score (e.g., two candidates with a score of 98.98 were considered tied) while now all of the scores within a band are considered tied.
- **Misconception:**      **People in a band do not differ.**  
When several people are placed in the same band, it does not mean that those people do not differ. Instead, it means that their scores on the exam do not differ enough to be separate scores.

## **IX. EXAM CONTACT**

If you have questions about the contents of this document, please contact the State Personnel Department at (334) 242-3389.

## **X. FREQUENTLY ASKED QUESTIONS**

### ***How are vacancies filled for the Driver License Specialist?***

When ALEA requests a certification to hire a Driver License Specialist, the top ten applicants’ names on a register will be provided to ALEA for consideration. When using banded scoring, all of the scores within a band are considered to be tied. Therefore, at a minimum, the agency will get all of the names in Band 1. If Band 1 contains more than 10 names, they will get all of the names. If Band 1 contains fewer than 10 names, they will get all names in Band 2 as well (and so on so ALEA receives at least 10 names).

The names of people not selected for an appointment stay on the register to be considered for future jobs vacancies. Employees are usually hired at the minimum of the pay range.

### ***How long will I remain eligible for appointment?***

Your name will remain on the employment register until such time as a new examination is developed and given for the Driver License Specialist classification. If you are not appointed, you will be notified by mail when you need to reapply.

### ***When will I receive my test results?***

Four to six weeks after completing the exam, you will receive a Notice of Examination Results postcard in the mail. This postcard will identify your score, or band placement, for the written exam. If you have not received your score within four to six weeks, you should call the State Personnel Department.

In addition to your band placement, you may also obtain your standing, or rank, on the register, online at [www.personnel.alabama.gov](http://www.personnel.alabama.gov). From the home page, you should click on “Applicants” and then “Register Standings,” and follow the instructions. For security purposes, you must now create an online profile in order to access your standing.

***What if I need to request reasonable accommodations?***

If you would like to request special testing accommodations or have any questions concerning the test site or testing conditions, please contact the State Personnel Department at (334)242-3389.

**XI. STATE PERSONNEL TERMINOLOGY**

The following are terms that are used by State Personnel regarding test scores and employment that results from those scores. This section is provided to help you understand State Personnel terminology and procedures.

**Register:** A register is a list of all individuals who have successfully completed the selection procedure for a State Merit System job. The register is a complete list of individuals who are eligible for employment in a certain job classification.

**Certification:** A certification is a list of the top ten individuals on an employment register. These are the individuals who are immediately appointable to positions. A register that uses banded scoring may produce a certification with more than ten names. If Band 1 contains 15 names, then all 15 individuals will be on the Certification. Likewise, if Band 1 contains 3 people and Band 2 contains 25 people, then all individuals in both Bands 1 and 2 would be on the certification. Since individuals within a band are considered to be tied, the certification cannot split up a band. Certifications may be statewide or specific to a county within the state.

**Test Failure:** Some written, multiple-choice tests administered by State Personnel use a Pass/Fail point to identify individuals who failed the test. Failing a test means that a candidate failed to answer the minimum number of items correctly.

**Subject Matter Experts:** Individuals who possess detailed first-hand knowledge of a job. These individuals assist State Personnel in conducting thorough job studies and, in many cases, assist in developing specific exam components.