



NEW Opportunity! Prepare online for your exam. Free Demo...

www.csealocal1000.org

Civil Service Test Preparation Booklets

Indicate the NUMBER OF BOOKLETS you want on the line to the left each booklet code.

- ___ ITTS Improving Your Test Taking Skills
- ___ 2. Math Refresher **NEW!**
- ___ 3. Tabular Reasoning
- ___ 4. Understanding and Interpreting Written Material
- ___ 5. Grammar, Usage and Punctuation
- ___ 6. Supervision
- ___ 9. Concepts and Principles of Normalization for Mentally Retarded/Developmentally Disabled Individuals. Therapeutic Approaches Used with Mentally Retarded/Developmentally Disabled Individuals
- ___ 10. Principles and Practices in the Treatment of Mentally III/Emotionally Disturbed Individuals/Problems of Mentally III/Emotionally Disturbed Individuals
- ___ 11. How to Take an Oral Exam
- ___ 12. Evaluating Conclusions in the Light of Known Facts
- ___ 14. Verbal Analysis/Evaluating Conclusions in the Light of Known Facts
- ___ 15. Understanding and Interpreting Tabular Material II/Quantitative Analysis
- ___ 16. Contemporary Government and Social Problems
- ___ 17. Preparing Written Material
- ___ 18. Administrative Supervision/Supervision II
- ___ 19. Coding and Decoding
- ___ 20. Alphabetizing/Name and Number Checking
- ___ 21. Interviewing/Investigative Techniques
- ___ 22. Memory for Facts and Information/The Ability to Apply Stated Laws, Rules and Regulations
- ___ 23. Office Practices/Keyboarding Practices
- ___ 24. Work Scheduling/Inventory Control
- ___ 25. Flowcharting/Computer Work Scheduling
- ___ 26. Office Record Keeping

EXAM SERIES

- ___ 1. Secretarial and Typing Series
- ___ 2. Secretary 1 and 2 **NEW!**
- ___ 3. Social Welfare Examiner Series
- ___ 4. Caseworker Series

VIDEOS

- ___ DVD – Making the Mark, Tips and Strategies for Civil Service Test Takers (67-minutes) & 57-page workbook. This version covers additional material.
- ___ Original VHS – Making the Mark, Tips and Strategies for Civil Service Test Takers (62-minutes) & 50-page workbook
- ___ Navigating the Civil Service System (35-minutes)

PLEASE INCLUDE SHIPPING FEES FOR LARGE ORDERS: (17- 59 ITEMS) - \$10 (60+ ITEMS) - \$15

Cost of booklets for **CSEA members** is \$5.00 each. Orders of up to 16 items are shipped without charge.

Cost of booklets for **Non-CSEA members** is \$6.00 each.

The video "Making The Mark" is \$10.00 each for **CSEA members** and \$12.00 each for **Non-members**.

The video "Navigating the Civil Service System" is on special for \$5.00 while supplies last.

Please make check or money order (no cash or credit card orders) payable to CSEA WORK Institute and mail it with this completed form to WORK Institute, 1 Lear Jet Lane, Suite 5, Latham, NY 12110. Contact the WORK Institute at (518) 782-4427 or 1-866-478-5548 or by email at workinst@cseainc.org with any questions.

Name: _____

Street Address: _____

City, _____ State, _____ Zip: _____

E-mail Address: _____ Daytime Phone Number With Area Code: (_____) _____

CSEA Member? Yes No If yes, Social Security # _____ CSEA Local: _____

Name of Civil Service Test _____ State Exam Local Government Exam

Total Amount Enclosed: \$ _____ Date of Test: _____ Date: _____

There is no charge for CSEA members to access our books online at www.csealocal1000.org.

- Step 1:** Open the CSEA web page at <http://www.csealocal1000.org>.
- Step 2:** Activate your account by clicking the button marked "Not Registered?" on the left-hand side, under the login and password blanks.
- Step 3:** Follow the instructions given to you by the server. Please set a password question and answer at the end of the process, as requested by the server, in case you forget your password later.
- Step 4:** Click on "Test Prep Books" on the left-hand side of the page.

Members who need help with this procedure should call CSEA Membership at 800-342-4146 (ask for Membership), or dial them directly at 518-257-1327.

Rev. 4/09



Civil Service Test Preparation Booklets & Videos

Civil Service Test Preparation Booklets are made available to CSEA members by CSEA's WORK Institute



LOCAL 1000, AFSCME, AFL-CIO

Danny Donohue, President

A Message from CSEA President

Danny Donohue

Some people just seem to have the natural ability to do well on civil service tests. Others find tests difficult and intimidating. Whether or not you're a born test taker, preparation with CSEA's Civil Service Test Preparation Booklets can help improve your score.

CSEA is constantly seeking to provide new benefits to its members. Now Civil Service Test Preparation Booklets are available free, online, exclusively for CSEA members and their families.

So... boost your test scores and broaden your career opportunities by using CSEA's test Preparation Booklets.

And, good luck on your next examination.

In solidarity,

Danny Donohue

Test Preparation Booklets...

CSEA's test preparation booklets contain sample questions in a variety of areas which have been the subject of previous exams. Individuals who have practiced with sample questions before exams report improved performance and confidence when taking the tests. The booklets are designed for practice purposes and there is no guarantee that the actual test questions will be similar to the practice questions.

ITTS Improving Your Test Taking Skills This booklet offers general test-taking tips as well as reading comprehension exercises. Sample questions and detailed explanations are provided.

- 2. Math Refresher** Basic math concepts: fractions, decimals, percentages and ratios, as well as sample questions including word problems with detailed answers and explanations.
- 3. Tabular Reasoning** Incomplete tables are included in this booklet, which are to be completed along with corresponding questions about each table. A self-study guide with detailed explanations of the answers is included.

- 4. Understanding and Interpreting Written Material** This booklet contains reading comprehension questions and exercises which test your ability to interpret information. For example, a written passage is provided from which to draw conclusions and recall information.
- 5. Grammar, Usage and Punctuation** This booklet provides questions and detailed answers on English grammar, usage, and standard punctuation.
- 6. Supervision** In this booklet, general tips for answering supervisory questions are reinforced with questions and detailed answers on the general principles of supervision.
- 9. Concepts and Principles of Normalization for Mentally Retarded/Developmentally Disabled Individuals. Therapeutic Approaches Used with Mentally Retarded/Developmentally Disabled Individuals** This booklet was designed to assist CSEA members taking the "Developmental Assistant Trainee" examination. Questions and detailed answers relating to normalization techniques are presented. They include the philosophy of normalization, habilitative techniques, types and levels of developmental disabilities, therapeutic interventions, situational problem solving.
- 10. Principles and Practices in the Treatment of Mentally III/Emotionally Disturbed Individuals/ Problems of Mentally III/Emotionally Disturbed Individuals** This booklet, designed for the "Mental Health Therapy Assistant" examination, contains information, corresponding questions and detailed explanations on topics such as the characteristics of psychiatric disorders, the needs of special groups, psychotropic drugs, the assessment and evaluation of patients, and treatment plans and their functions.
- 11. How to Take an Oral Exam** Information on the oral examinations process is presented, including what to expect, criteria by which grading is determined, how to prepare, and how to deal with anxiety. Mock oral questions and sample answers are also included.
- 12. Evaluating Conclusions in the Light of Known Facts** The exercises in this book test the ability to determine from given information and situations whether given conclusions are valid, or whether no conclusion can be supported.
- 14. Verbal Analysis/Evaluating Conclusions in the Light of Known Facts** This booklet offers further testing of reading comprehension and tests the ability to apply the rules of logic to questions whose answers are based on information from a given passage. In the second section, a conclusion drawn from a written passage must be evaluated to determine its validity.
- 15. Understanding and Interpreting Tabular Material II/Quantitative Analysis** Information in paragraph form is provided, from which tables must be completed and questions answered relating to totals, comparisons and percentages.

- 16. Contemporary Government and Social Problems** Questions and detailed answers are presented on a range of current issues that concern our society, New York State government, its agencies, and its workforce.
- 17. Preparing Written Material** Exercises in this book test the ability to organize paragraphs and present written material clearly, concisely, and logically. Answers and detailed explanations are provided.
- 18. Administrative Supervision/Supervision II** Tips on answering supervisory questions are outlined in this booklet. It also presents questions which tests the ability to handle conflicts between subordinates, to resolve dilemmas relating to office policies, and to provide general office supervision. Detailed explanations of the answers are also included.
- 19. Coding and Decoding** The ways to read, interpret and apply codes to given situations are reviewed through questions based on a variety of tables.
- 20. Alphabetizing/Name and Number Checking** Exercises testing the ability to organize names in alphabetical order and in comparing data entries to identify changes between similar groups of information are provided in this booklet.
- 21. Interviewing/Investigative Techniques Questions** and detailed answers on procedures for conduct of interviews are provided. Principles and techniques of investigating, and the rules and regulations regarding admissible questions during employment interviews and police questioning are included.
- 22. Memory for Facts and Information/The Ability to Apply Stated Laws, Rules and Regulations** To test the ability to remember key facts and details, two stories are provided with related questions testing reading comprehension and the ability to recall detailed information. A second section tests the ability to comprehend and apply various laws or regulations to a situation.
- 23. Office Practices/Keyboarding Practices** Exercises covering tabulation, spacing, word division, capitalization and punctuation, numerical data entry, and proofreading are provided in this booklet, along with a list of words commonly misspelled in office settings and questions dealing with proper office procedures for a supervisory secretary.
- 24. Work Scheduling/Inventory Control** Exercises in scheduling work hours and vacations for staff of different job and seniority levels are provided. A section on inventory control is also offered, with related exercises on reordering using a list of acceptable levels of inventory and reorder.
- 25. Flowcharting/Computer Work Scheduling** Explanations of flowchart terminology and general program logic are provided. Also included are exercises on scheduling computer work.

26. Office Record Keeping This booklet includes questions which evaluate your ability to perform common office record keeping tasks including: organization or collation of data from several sources, scheduling, maintaining a record system using running balances, completion of tables using totals, subtotals, averages and percentages.

EXAM SERIES

- 1. Secretarial and Typing Series** Tips on answering supervisory exam questions are provided as well as questions and answers covering supervision, secretarial and typing practices, spelling, punctuation and capitalization and word usage.
- 2. Secretary 1 and 2** Covers all topics on the NYS Secretary 1 and 2 exam: Understanding and Interpreting Written Material, Preparing Written Material, Grammar, Usage, Punctuation and Editing, Office Record Keeping, and Office Practices. Each section contains practice questions with detailed answers and explanations.
- 3. Social Welfare Examiner Series** Questions and answers are included in this booklet covering supervision and administration relating to the social welfare examiner field, interviewing, and understanding social and human relations problems. Tips on answering supervisory exam questions are also included.
- 4. Caseworker Series** Tips on answering supervisory exam questions are provided in this booklet, as well as a review of the principles and practices of social casework, interviewing clients, and supervision relating to the case worker field.

Videos

"Making the Mark: Tips and Strategies for Civil Service Test Takers" [DVD] This new 67-minute DVD production and its 57-page companion workbook has sections on general test-taking strategies and the following subject areas: Understanding and Interpreting Written Material, Basic Math, Office Record Keeping, Understanding and Interpreting Tabular Material, Preparing Written Material, Alphabetizing and Name and Number Checking, and Scheduling.

"Making the Mark: Tips and Strategies for Civil Service Test Takers" A 62-minute interactive VHS and a 50-page workbook which covers general test taking strategies and four common Civil Service examination categories: Understanding and Interpreting Written Material, Preparing Written Material, Understanding and Interpreting Tabular Material and Evaluating Conclusions in the Light of Known Facts.

"Navigating the Civil Service System" This 35-minute video contains information about the Civil Service System. It covers such topics as types of appointments, exams and transfers.



NEW Opportunity!

Prepare online for your exam.

Free Demo...

www.csealarningcenter.org