

**QUALIFICATIONS ASSESSMENT
EXAMINATION PROCTOR**

SECTION 1: GENERAL INSTRUCTIONS / AFFIRMATION

This Qualifications Assessment is the sole component of the Examination Proctor examination. To obtain a position on the eligible list, a minimum score of 70% must be received. Read the instructions below carefully before completing this examination. Failure to do so may result in an inability to process your Qualifications Assessment and disqualification from this examination.

All applicants must complete and submit the following examination materials:

- Standard State Application (Form STD 678)
- Qualifications Assessment

All examination materials must have original signatures and must be postmarked no later than the final filing date of **December 18, 2014**.

Examination materials postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted. Submit all examination materials to:

California Department of Insurance
Human Resources Management Division
300 Capitol Mall, Suite 1300
Sacramento, CA 95814
Attn: Nitika Nitashni

Government Code Section 18935:

“The department may refuse to examine or, after examination, may refuse to declare as eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:

- (j) **Has intentionally attempted to practice any deception or fraud in his or her application, in his or her examination, or in securing his or her eligibility.”**

I hereby certify that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

Signature: _____

Date: _____

Printed Name: _____

SECTION 2: EXAMINATION PROCTOR TASKS

Instructions:

You will assess your knowledge and experience in specific job-related actions using the rating scales below.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking **one** option for each of the three scales provided.

IMPORTANT NOTE: In responding to each statement, you may refer to your work experience whether paid or volunteer, formal education, or formal training courses.

Experience performing this task:

- **Both work and education/training experience** - I have performed this task in an actual setting while performing a job **and** have education or training relevant to this task.
- **Work experience only** - I have performed this task in an actual setting while performing a job.
- **Education/training experience only** - I have education or training relevant to this task, but have not applied it in an actual job.
- **No experience** - I have no education, training, or experience in performing this task.

Length of experience performing this task:

- **12 months experience or more**
- **6 to 11 months experience**
- **Under 6 months experience**
- **No experience**

Knowledge related to performing this task:

- **Extensive knowledge** - I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations, and I could instruct others on specific aspects of this task.
- **Substantial knowledge** - I possess an advanced knowledge level to the extent that I could independently perform this task under the majority of circumstances or situations encountered.
- **Moderate knowledge** - I possess a sufficient knowledge level that would allow me to perform this task successfully under general supervision.
- **Limited knowledge** - I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- **No knowledge** - I have no knowledge of how to perform this task or what it may entail.

	Experience				Length of Experience				Knowledge				
	Work and education/training	Work only	Education/training only	No experience	12 months or more	6 to 11 months	Under 6 months	No experience	Extensive	Substantial	Moderate	Limited	No knowledge
1. Keeping simple records and preparing complete written reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Analyzing situations accurately and adopting an effective course of action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Managing and directing a large group of adults while putting them at ease and securing their cooperation in following directions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Working efficiently without direct supervision and acting effectively in emergencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Accepting instruction and/or correction from a supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Communicating effectively with people under incredible stress in a courteous manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Organizing and prioritizing assignments to keep on schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Following direction with minimal errors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Staying focused during long periods of silence without causing distraction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Working with a diverse group of people in various environments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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11. Maintaining confidentiality of forms, examinations, or personal information per established guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Providing clear instruction when directing or managing a large group of adults.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Maintaining an even temperament and patience during the course of challenging work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Making keen observations to identify dishonest and/or inappropriate behavior while monitoring a large group of people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Collaborating with a team to accomplish goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Writing memos, letters, reports, and emails using proper grammar, punctuation, and sentence structure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Verbally communicating with people at various levels of understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Identifying information, materials, and resources needed to complete projects and assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Being flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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20. Utilizing computer systems such as Outlook, EXCEL, and Word.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Using and operating a variety of basic office equipment (e.g., telephones, copiers, and fax machines) in the course of completing assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Performing basic mathematical operations such as addition, subtraction, multiplication, and division.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Ordering and maintaining necessary supplies to ensure proper stock.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Managing workload and assignments in order to meet work unit and project objectives and deadlines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: CONDITIONS OF EMPLOYMENT

If you are successful in your examination, your name will be placed on the employment list and certified to fill vacancies according to the conditions you specify on this form.

LOCATIONS IN WHICH YOU ARE WILLING TO WORK

Mark your selection(s) below. Positions may exist in the following locations:

- | | |
|---|---|
| <input type="checkbox"/> (1940) Los Angeles | <input type="checkbox"/> (3401) Sacramento |
| <input type="checkbox"/> (3801) San Francisco | <input type="checkbox"/> (0000) Statewide (All locations) |

TENURE/TIMEBASE IN WHICH YOU ARE WILLING TO WORK

Mark only ONE selection.

- (C) Permanent or Temporary – full time only
- (M) Permanent or Temporary – part time or intermittent only
- (D) Permanent – full time only
- (K) Temporary – full time only
- (A) Any

Please notify the California Department of Insurance promptly of address changes or availability for employment.

THIS COMPLETES THE QUALIFICATIONS ASSESSMENT