

999/101 Police Call Handler Audio Situational Judgement Test

Briefing for Participants

Introduction

This briefing provides you with information about the 999/101 Police Call Handler Situational Judgement Test. It describes why this test has been used, what the format of the test will be and how you can approach the testing session.

Why am I being asked to take a test?

This test has been chosen because it assesses capabilities that have been identified as important for successful performance in the role.

Using this type of test offers a number of benefits, including:

- They provide an objective method of assessing people based on job-relevant criteria
- They give candidates an opportunity to demonstrate their strengths and abilities

What is the 999/101 Police Call Handler Situational Judgement Test?

The 999/101 Police Call Handler Situational Judgment Test assesses your judgement and decision-making skills in relation to job-relevant situations.

In the test you will be presented with a series of scenarios based on interactions between police call handlers and callers.

You will receive some background information about the role before you begin the test. For each scenario, you will be presented with some short introductory text and an audio clip depicting the scenario. You will be asked to rate four actions in terms of their effectiveness in addressing the scenario. The scale on which you are required to rate the actions on is shown below.

Counter-productive	Ineffective	Fairly Effective	Effective
An unacceptable action that will make the situation worse.	A poor action which will not help the situation.	A useful action that will be of some help to the situation.	A good action that will help to resolve the situation.

The test does not require any specialist knowledge to complete. Your responses should be based solely on the information presented in each scenario.

On the following page, you will find an example scenario, which is similar to those that you will be asked to complete when you take the 999/101 Police Call Handler Situational Judgement Test. This will help you understand the format of the scenarios and actions.

You should consider the effectiveness of each action in terms of your first response to the scenario presented. You should rate each action independently of the other actions presented. You may feel that you would respond differently to those options presented. Nevertheless, you should concentrate on rating the effectiveness of the four actions that are actually provided.


Example Scenario

The audio clips presented will depict segments of interactions between police call handlers and callers to 999 and 101. You should read the introductory text before playing an audio clip. You will be able to pause or replay an audio clip when necessary. Each scenario will depict either a 999 or a 101 call. This will be clear in the introductory text presented at the beginning of each scenario.

View Scenario Background
Context

A 101 call comes in from an individual who was informed by her neighbour that a police officer called to her house when she was out the previous night. The caller wants to know the reason for the visit.

Play the audio clip now to hear what happens.



▶ 0:00 / 0:40🔊
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View Transcript

You will also be able to view the transcripts of the audio clip if required as you move through the test. To give you an example of the types of scenarios that you will be presented, see the transcript below and the options to be rated.

Call Handler	I can't discuss any information with you; you will need to speak to one of the officers.
Caller	I need to know what's going on. I haven't been in trouble. You need to tell me why the police came 'round.
Call Handler	Unfortunately I can't pass this information over the phone due to the data protection act, but the police will call to your house again if they missed you yesterday.
Caller	<i>(sounding agitated)</i> I've got things to do love, I can't be in the house. You need to tell me now.
Call Handler	That's OK, you don't have to stay in your house. If you go to your nearest police station they will be able to tell you there.
Caller	<i>(sounding agitated)</i> I want to know what's going on. I've got things to do. I'm not going all the way to a police station. I've too much to do! Come on, I'm sure you can tell me what it's about.

	Counter-productive	Ineffective	Fairly Effective	Effective
"I can't give you the information, but if you give me your mobile number, I can give it to the officers and ask them to give you a call. "	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Sorry, I can't pass any information over the phone due to data protection, so there's nothing I can do."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"If you're really concerned about finding out, then you are going to have to attend a police station or wait in the house for the officer to call."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I understand that you're too busy to travel to the station, so I'll give you the information on this occasion."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When you take the test, you will be asked to complete a range of scenarios similar to this example scenario. You will be given full instructions about the test before you begin. The test is not timed, but should take around 40 minutes to complete.

When responding to the scenarios, keep in mind the following points:

- Think about what the important decision-making criteria are in relation to the specific scenario. What is the main priority? What will a successful outcome look like?
- Consider the likely consequences of each response in relation to the situation. What will the impact be? Who will be affected? How are they likely to react?

Preparing for the Testing Session

- Make sure you have a good night's sleep before you take the test.
- If you normally wear glasses or contact lenses, make sure you are wearing them when you take the test.

During the Testing Session

- Follow the instructions for the test carefully.
- If you are unsure about anything, speak to the test administrator before you begin.
- Listen to each scenario and read the introductory text and actions thoroughly.
- You can replay an audio clip as many times as necessary.
- Try to remain calm and focus on performing to the best of your ability.

Good luck with the test. We hope you have found this briefing useful.