

# Preparation Guide

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## Verbal Comprehension

This preparation guide helps you prepare for verbal comprehension assessments. It provides guidance on how best to approach the assessment, allowing you to give your best possible performance.

### **Why are Aptitude Assessments used?**

Employers often use aptitude assessments as part of their assessment procedures for the selection and development of staff. Research has shown that they are powerful predictors of performance at work.

### **Assessments help you to:**

- demonstrate your strengths
- be assessed fairly on job relevant criteria
- find out more about your strengths and development needs
- make future career decisions based on your abilities

### **Assessments help employers to:**

- select people best suited to the demands of the job
- Identify areas where individuals might benefit from further development
- obtain objective information about people's abilities

## Instructions

On the following pages are some practice questions which are similar to those you will be asked in the assessment. Completing these will help you understand the types of question used and gain experience in taking ability tests.

These questions are designed to assess your ability to understand written information. You will be presented with a series of text passages, each of which is followed by several questions. Your task is to choose the best answer to each question from the options given, based only on the information provided.

Have a pen and paper to hand to indicate your answers and make notes.

The actual test is strictly timed. Try to complete all **8** questions within **4** minutes.

**Turn to page 2 and begin.**

**SETTING UP YOUR ANSWER MACHINE MESSAGE FOR THE NEW TELEPHONE SYSTEM**

**To divert an extension to its own answer machine message:**

- Go to the handset for that extension, pick up the handset, press the 'Feature' button and dial '984'.
- The telephone display will indicate '471' - this is the answer machine extension.

**To record an answer machine greeting:**

- Press '#' key followed by '3' to record a greeting.

**To pick up messages:**

- The red light on the telephone will flash if you have messages.
- Press '#' key followed by '1' to play back message.

**1** Which **one** of the following would best replace 'an extension' while maintaining the meaning of the passage?

- A** a telephone
- B** an addition
- C** an expansion
- D** a switchboard

**2** Which **one** of the following would best replace 'a greeting' while maintaining the meaning of the passage?

- A** a gesture
- B** a message
- C** an answer
- D** a reply

**3** Which of the following is **not** mentioned as a feature of the telephone in the passage?

- A** Option 3 will allow a greeting to be recorded
- B** The answer machine extension number is 471
- C** The answer machine message will be activated after seven rings
- D** A flashing red light on the phone indicates there are messages

**4** How is an answer machine greeting recorded?

- A** Press 'Feature' and dial 984
- B** Press 'Feature' and dial option 3
- C** Press '#' and dial option 1
- D** Press '#' and dial option 3

**Answer Section Page 2**

- |          |                       |                       |                       |                       |  |          |                       |                       |                       |                       |          |          |                       |                       |                       |                       |          |          |                       |                       |                       |                       |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|--|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------|----------|-----------------------|-----------------------|-----------------------|-----------------------|
|          | <b>A</b>              | <b>B</b>              | <b>C</b>              | <b>D</b>              |  | <b>A</b> | <b>B</b>              | <b>C</b>              | <b>D</b>              |                       | <b>A</b> | <b>B</b> | <b>C</b>              | <b>D</b>              |                       | <b>A</b>              | <b>B</b> | <b>C</b> | <b>D</b>              |                       |                       |                       |
| <b>1</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  | <b>2</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |          | <b>3</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |          | <b>4</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Office Accident Book**

Section One

**Basic Advice on First Aid at Work**

The following information should be recorded for any incidents involving injury or illness that have occurred inside the office building:

- Date, time and place of incident.
- Name and job of the injured or ill person.
- Full details of the injury or illness and any first aid given.
- What happened to the casualty immediately afterwards (for example did the casualty return to work, go home or to hospital?)
- Name and signature of the person dealing with the incident.

This information will help identify accident trends and possible areas for improvement in the control of health and safety.

**5** Which one of the following would best replace 'identify' while maintaining the meaning of the passage?

- A** name
- B** designate
- C** disassociate
- D** spot

**6** The office accident book must be completed within 24 hours of an incident.

- A** True on the basis of the passage
- B** False on the basis of the passage
- C** Not possible to say if the statement is true or false on the basis of the passage

**7** Which **one** of the following can be omitted according to the Basic Advice on First Aid at Work?

- A** The job of the injured person
- B** The job of the person dealing with the incident
- C** Details of First Aid given
- D** The name of the person dealing with the incident

**8** The data collected from an accident book may help identify trends and areas for improvement.

- A** True on the basis of the passage
- B** False on the basis of the passage
- C** Not possible to say if the statement is true or false on the basis of the passage

**Answer Section Page 3**

**A B C D**  
5 ● ● ● ●

**A B C**  
6 ● ● ●

**A B C D**  
7 ● ● ● ●

**A B C**  
8 ● ● ●

Try to answer any questions you did not reach in the time limit before checking your answers.

## Checking your Answers

Check your answers against the correct answers at the bottom of this page. Look at any questions you got wrong and try to understand how to arrive at the correct answer. Keep in mind that most ability assessments are designed so that the questions gradually increase in difficulty and that people typically do not complete all of the questions within the time limit. If you took much longer than 4 minutes to answer the questions, try to speed up your work rate. If you finished all of the questions within the time limit but made many mistakes, try focusing more on the accuracy of your responses.

## Improving your Verbal Abilities

Some tips for improving verbal abilities are provided below:

- When you read newspapers and articles, try to establish the main points.
- Look up the meaning of unfamiliar words.
- Read passages of text and pick out the key details.
- Compare written arguments, looking for similarities and differences between them.
- Look at something you have written and rewrite it more concisely.

## Before the Session

- Follow the suggestions included in this preparation guide.
- Get a good night's sleep before the assessment.
- Make sure you are wearing any glasses, contact lenses or hearing aids you may require.
- If you have any special requirements, such as larger print versions of the test, specific lighting or seating needs, it is important that you make these known immediately to allow appropriate accommodations to be made.

## During the Assessment

- Try to stay calm. Using the practice tips above should help you feel more at ease.
- Follow the instructions carefully, and ask questions if you are not sure of anything before the assessment starts.
- Read each question carefully.
- Work as fast as you can. Do not take too much time over any one question.
- If you find a question too difficult or are unsure of an answer indicate your best choice and move on quickly.
- After an assessment always seek feedback. It is much easier to improve your abilities if you know how well you have done.

**Good luck in your assessment session. We wish you every success in your career.**

### Answer Section Page 2 Correct Answers

	A	B	C	D		A	B	C	D		A	B	C	D		A	B	C	D
1	●	○	○	○	2	○	●	○	○	3	○	○	●	○	4	○	○	○	●

### Answer Section Page 3 Correct Answers

	A	B	C	D		A	B	C			A	B	C	D		A	B	C
5	○	○	○	●	6	○	○	●	7	○	●	○	○	8	○	○	○	○