Experience Unmatched in the Industry

CritiCall was developed by the Biddle Consulting Group, Inc., an organization with over 30 years of experience in the public safety employee selection field. Each CritiCall test comes as a result of a thorough job analysis, conducted with the assistance of professional dispatchers and calltakers from across the United States and Canada. Biddle Consulting Group s demanding validation standards ensure that CritiCall will meet your agency s standards. CritiCall also addresses the federal *Uniform Guidelines on Employee Selection Procedures* and applicable CALEA/APCO accreditation guidelines.

CELEBRATING 30 YEARS OF DEDICATED SERVICE
30
TO THE PUBLIC SAFETY COMMUNITY

WE ALSO OFFER HUMAN RESOURCES CONSULTING SERVICES

- Job Analysis
- Test Validation
- Test Development
- Job Interviews
- Equal Employment Opportunity (EEO) Litigation Support
- Affirmative Action Plan Development

CritiCall®

Pre-Employment Skills Testing Software

A product of Biddle Consulting Group, Inc.

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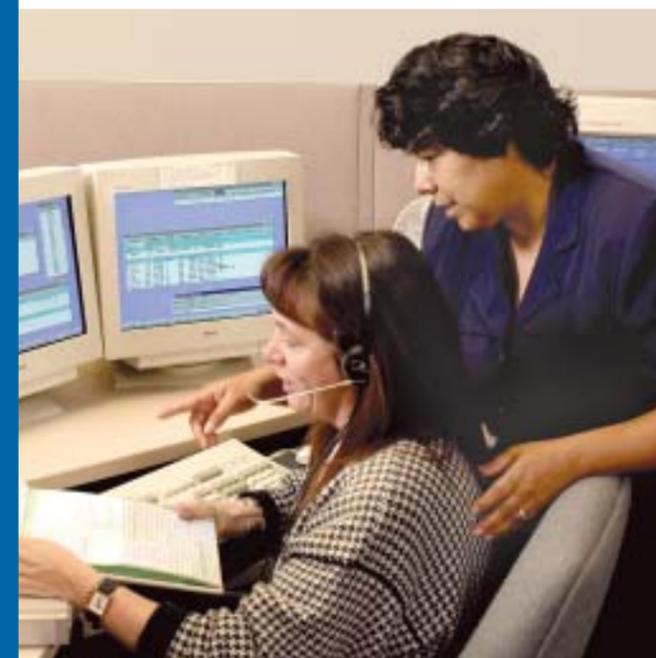
www.criticall911.com

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CritiCall®

Dispatcher/Calltaker PRE-EMPLOYMENT SKILLS Testing Software

COMPUTERIZED

PERSONNEL

SELECTION

TOOLS

Public Safety Agencies can . . .

- Reduce Turnover
- Decrease Training Costs and Time
- Test Job-Related Skills, Including Computer Skills
- Save Money
- Automate Pre-Employment Testing
- Develop Custom Tests with *Test Writer*

Windows Compatible

Network, Multi-User, and Single-User Capable (the option for multi-user software allows more than one person to use the software at once)

CritiCall®

Test Descriptions

CritiCall is a dispatching industry first software that tests dispatcher, calltaker, and telecommunicator applicants in the computer and other job-related skills necessary in today s dispatching environment. Historically, the dispatching industry has been forced to rely on written tests, and testing products that simulate the dispatching environment as it existed decades ago. But CritiCall gives you the power to test the actual skills and computer-related multi-tasking abilities so highly coveted in the dispatching field.

JOB-RELATED COMPUTERIZED MULTI-TASKING

CROSS REFERENCING USING INFORMATION FROM DATABASE LIST (THREE VERSIONS)

DATA ENTRY (FOUR VERSIONS)

FREQUENCY OF INFORMATION/ PROBABILITY DETERMINATION

MAP READING/GEOGRAPHIC DIRECTIONS

MEMORY RECALL (THREE VERSIONS)

NUMERICAL ABILITY

ORAL COMPREHENSION (CALL SUMMARIZATION 1)

ORAL COMPREHENSION (CALL SUMMARIZATION 2 and 2-MT)

VOCALIZATION SUMMARY

CHARACTER COMPARISON

PRIORITIZATION ABILITY

READING COMPREHENSION

SENTENCE CLARITY

SPELLING IN CONTEXT

CREATE YOUR OWN CUSTOM TESTS

▶ *Supplemental web-based validated dispatcher/calltaker personality testing available*

GREAT CANDIDATES ARE JUST A TEST ADMINISTRATION AWAY!

CritiCall will instantly become a centerpiece of your applicant testing process. Testing is completely computerized, and CritiCall s modular construction allows you to individualize testing to your department s exact needs. If you want to create your own tests, the powerful Test Writer feature allows you to develop virtually any test, and in virtually any format.

Validate Tests and Set Agency-Specific Cutoff Scores with the VALIDATION WIZARD

CritiCall includes the Validation Wizard to help you set cutoff scores for test batteries that specifically address the needs of your agency. It also automates the process of determining if individual test modules measure specific job-related knowledge, skills, and abilities for particular job classifications. As an added bonus, the Validation Wizard produces a report that can be used as evidence of non-discrimination in the event of a civil rights lawsuit.

Develop Your Own Custom Tests with TEST WRITER!

CritiCall s Test Writer feature gives you the power and flexibility of developing your own custom tests and training. An intuitive, graphical interface allows you to create tests in a number of formats, including multiple choice, true/false, and fill-in-the-blank.

Within the tests, you can insert sound, video, graphics, and more! Once developed, your tests will be administered on screen and scored automatically, just like all of CritiCall s built-in tests.