



Public Safety Dispatcher/Calltaker Testing Software

ADDRESSES CALIFORNIA P.O.S.T.'s STANDARDS FOR DISPATCHER SELECTION!

Can I use CritiCall instead of the California P.O.S.T Entry-Level Dispatcher Selection Test Battery?

Yes! According to the California Commission on POST Standards Section 1018[c], "Every public safety dispatcher candidate shall be subject to the following requirements: (4) Verbal, Reasoning, Memory, and Perceptual Abilities Assessment (as defined in section (a)1-4 below): These abilities shall be evaluated before hire to assure the presence of ability levels commensurate with performance of dispatcher duties, as measured by the POST Entry-Level Dispatcher Selection Test Battery or alternative job-related tests of these abilities." (*underline added*)

Why should I consider using CritiCall for my agency?

CritiCall was specially designed to measure the skills and abilities needed for today's complex, computerized dispatch environment. It was created through a national study that incorporated input from dozens of public-safety agencies from around the country (including California law enforcement, fire, & EMS agencies). The test is self-administering and virtually self-scoring using a standard personal computer (or from a network, if you prefer). The **Validation Wizard** feature leads your employees through a series of steps to automatically produce a basic content-validity report to demonstrate that the test is job related to address the requirements of the federal *Uniform Guidelines on Employee Selection Procedure*. It also guides you to set a cutoff score that is specifically tailored to address the needs of your agency in keeping with the *United States v. South Carolina* Supreme Court decision.

The following CritiCall test modules measure the skills and abilities specified by the California Commission on POST:

1. **Verbal Ability** - including written and oral comprehension; written expression:

- ✓ Call Summarization 1
- ✓ Call Summarization 2
- ✓ Call Summarization 2 - MT
- ✓ Reading Comprehension
- ✓ Sentence Clarity
- ✓ Spelling
- ✓ Data Entry
- ✓ Data Entry (Audio)
- ✓ Data Entry - MT
- ✓ Data Entry - MT (Audio)
- ✓ Proofreading

2. **Reasoning Ability:**

- ✓ Prioritization
- ✓ Probability
- ✓ Cross Referencing
- ✓ Cross Referencing (Audio)
- ✓ Cross Referencing (Audio-Vocal)
- ✓ Decision Making
- ✓ Decision Making (Vocal)

3. **Memory Ability:**

- ✓ Memory Recall
- ✓ Memory Recall (Audio)
- ✓ Memory Recall (Numeric-Audio)
- ✓ Vocalization Summary

4. **Perceptual Ability and Time Sharing:**

- ✓ Character Comparison
 - ✓ Decision Making/Multi-Tasking
- MT in test module name indicates the test module includes a measure of multi-tasking*

Plus you can measure the following additional areas that are not required by POST, if you wish

- ✓ Basic Job-related Mathematics
- ✓ Map Reading (Urban and Suburban/Rural)