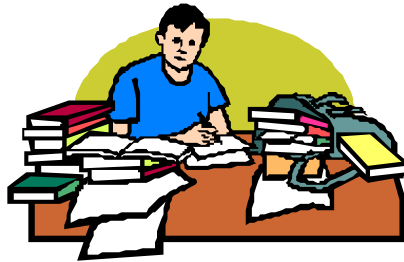


ABC ENFORCEMENT AGENT (60331)



HOW TO PREPARE BOOKLET

State of Alabama Personnel Department

I. Introduction

A written examination is being given for ABC Enforcement Agent. The purpose of this booklet is to help you prepare for the written exam. Since all the material you will need at the time of the exam will be provided when you take the exam, you will not be allowed to bring this booklet to the exam with you.

II. Job Preview

ABC Enforcement Agent positions are with the Alcoholic Beverage Control (ABC) Board and positions are located throughout the state.

The ABC Enforcement Agent job involves law enforcement field work performing inspection and investigative activities regarding state alcoholic beverage laws, state narcotic laws, and ABC rules and regulations. ABC Enforcement Agent's are assigned to an area and are held responsible for conducting technical investigative and inspection activities and dealing with complaints relating to alcoholic beverage licensees and violations of existing laws covering license, transportation, illegal manufacture, and possession or sale of alcoholic beverages.

III. How the Written Examination Was Developed

A study of the ABC Enforcement Agent classification was conducted prior to developing the examination. A number of employees who work in this position and their supervisors participated in this study. When the information was completed, the results showed that employees in the position of ABC Enforcement Agent must be able to perform several important duties. These activities are listed below.

- Conducts investigations involving illegal, drug, alcohol, and tobacco activities.
- Investigates applicants who apply for licenses/permits to sell alcohol and tobacco products.
- Conducts surveillance of illegal activities.
- Participates in undercover/covert operations.
- Performs administrative duties.

The study also showed that the following knowledges and abilities are associated with the above activities. These knowledges and abilities are needed on the first day of work before training.

- K01 Knowledge of Title 15 (Search and Seizure)
- K02 Knowledge of Title 13A (Criminal Code), Code of Alabama
- **K07 Knowledge of basic arithmetic**
- **K08 Knowledge of basic English grammar**
- K10 Knowledge of rules of evidence
- K18 Knowledge of proper arrest procedures
- **Ability to read and comprehend narrative information such as policy and procedure manuals, reports, letters, and memos.**

- Ability to make decisions when under stress
- Ability to relate to people of different races, sexes, religions, and social-economic groups
- Ability to solve problems
- Ability to use common sense and good judgment
- **Ability to express oneself in writing to include proper use of grammar, spelling, and sentence structure**
- Ability to drive an automobile effectively during a high speed chase
- Ability to adapt to changing situations
- **Ability to add, subtract, multiply, and divide**
- Ability to handle stress from being around people who carry guns
- Ability to use tact and diplomacy
- Ability to operate a motor vehicle
- **Ability to read and understand maps**
- **Ability to plan and organize**
- Ability to communicate orally
- Ability to navigate in rural areas
- Ability to recognize contraband
- Ability to restrain a person physically
- Ability to climb hills or inclines
- Ability to stoop, crouch, or crawl
- Ability to run fast in pursuit of someone or away from danger
- Ability to drag dead weight
- Ability to meet firearms qualification standards

The examination for ABC Enforcement Agent will measure the two knowledges and five abilities that appear above in **bold print**. The remaining abilities and knowledges cannot be measured by a written test and must be demonstrated during the probationary period if you are hired as an ABC Enforcement Agent.

IV. What To Do Before You Come To Take The Examination

Here are some suggestions for what to do before the examination and for getting to the exam location on the correct day, on time, and with the proper materials that you will need to take the examination.

- **Get there early.** Give yourself plenty of extra time to get to the test center and to park. If you are rushed and late, you will be upset when you get there. Plan to get there before the scheduled exam time.
- **Do not bring this booklet or any study materials with you to the exam location.** This includes notes and any manuals and source documents that you may have used to prepare for the examination. All test materials needed for the examination will be provided.
- **You must bring the test-scheduling card** that you received from the State of Alabama Personnel Department. This card lists the examination title, location of exam, and date, day, and time of examination.
- **You must bring two sharpened #2 lead pencils.**
- **You must also bring picture identification to the exam location.** This may be your driver's license, a military identification card, or a passport.
- **You may bring a calculator to use for the ABC Enforcement Agent examination.** Small solar powered or battery operated calculators that perform basic functions such as addition, subtraction, multiplication, division, square roots, or percentages are allowed. Calculators that plug-in, utilize tape, have word processing, spelling, thesauruses, or other storage and retrieval capabilities (except basic memory functions) are not allowed. **Calculators that are a feature on a cell phone are not permitted.** Calculators are subject to inspection by exam monitors. Applicants may not borrow or share calculators at the exam site.

V. How to Prepare Using This Guide

This Pretest booklet can be used as a practice guide. The questions contained in the booklet are a representation of the questions that will be on the actual examination. Familiarize yourself with the sample questions that begin on page 7. You would be well-advised to read the instructions and answer each question carefully. Like the examination questions (all of which are multiple choice), the sample items are presented in the following categories:

Section I:	Ability to read and comprehend narrative information
Section II:	Knowledge of English Grammar, Ability to express oneself in writing
Section III:	Ability to plan and organize
Section IV:	Knowledge of basic math, Ability to add, subtract, multiply, and divide
Section V:	Ability to read and understand maps

The sample items which follow are representative of each type of item that will appear on the written exam. They are not necessarily based on the same information, diagrams, etc, as the actual examination. All questions will be multiple choice.

In addition, please review the General Instructions to Candidates Taking Written Examinations provided at the test site on the day of the examination.

TEST TAKING TIPS

- **Listen** to the test monitors and follow their instructions carefully.
- If you are not sure of an answer, **go with your first choice**.
- Work through the test **without spending too much time on any one item**.
- If you cannot decide on the best answer to a question, **skip it and go back to it later**.
- Use your watch or the clock in the room to **keep track of your time** during the test.
- It's to your advantage to **answer as many questions as possible**, even if you must guess.
- **Mark your answers on the answer sheet and NOT in the test booklet**. Only answers clearly marked on the answer sheet can be given credit.
- If at **any time before or during the exam**, you have a question, **ask the monitor for assistance**.

VI. Sample Test Questions

Section I

Ability to read and comprehend

Vendor Instructions

Any vendor suspended in accordance with the State code shall have the right to have the Commissioner's action reviewed by a Board composed of the Governor, Attorney General and Auditor of the State. This Board shall have the power and authority to set aside such suspension. If the vendor wishes such review, he shall submit a request for review and three copies to the Commissioner of Finance and Administration. Upon request to the Commissioner by the vendor, all reported testimony and evidence taken at a previous hearing, if any, shall be transcribed, and a copy thereof furnished to the vendor at his expense. The Commissioner shall be responsible for making arrangements for the transcription of the reported testimony and evidence, and such transcription shall be accomplished with all dispatch.

The following questions are based on the information contained in the paragraph above.

1. According to the above passage, which of the following are true?
 - A. A vendor who has been suspended may have the action reviewed by the Board, if the suspension followed state code.
 - B. The vendor must submit a request for review to the Commissioner.
 - C. All reported testimony and evidence at any previous hearing shall be transcribed and a copy provided to the vendor at his expense.
 - D. All of the above

2. Any vendor suspended in accordance with the State code has the right to do which of the following?
 - A. have his/her suspension reviewed by a three-person board.
 - B. have his/her suspension reviewed by the Commissioner of Finance and Administration.
 - C. suppress evidence and testimony from previous hearings.
 - D. none of the above

3. The reviewing Board is made up of the following:

1. Governor	3. Attorney General
2. Commissioner of Finance	4. Auditor of the State

 - A. 1, 2, and 3
 - B. 3 only
 - C. 1, 3, and 4
 - D. All of the above

4. To whom does the vendor submit a request for review of a suspension?
 - A. the Board
 - B. the Commissioner of Finance
 - C. the suspending commissioner
 - D. all of the above

Section II

Knowledge of English Grammar

For the following questions, choose the word or words that best complete the sentence.

5. The agents _____ many new cases last week.
- A. were given
 - B. was given
 - C. had been given
 - D. were giving
6. _____ procedures manual is _____ old to be used in our training sessions.
- A. Their....to
 - B. Their....too
 - C. There...to
 - D. There....too

For the following question, select the sentence which represents the best English usage.

- 7.
- A. The supervisor and the aide, together with the rest of the office force, has unanimously agreed to send a representative.
 - B. The supervisor, together with the aide and the rest of the office force, have unanimously agreed to send a representative.
 - C. The entire office force, including the supervisor and the aide, have unanimously agreed to send a representative.
 - D. The entire office force, including the supervisor and the aide, has unanimously agreed to send a representative.
8. Which word below is misspelled?
- A. application
 - B. evidence
 - C. warrants
 - D. enforcment

Scenario

You work for the ABC Board. One of your responsibilities is to set the schedule for security at an ABC store. You have three agents X, Y, and Z, who can work at the store. These agents have responsibilities other than the store.

Store hours: 8:00 a.m. to 5:00 p.m. (except lunch, from 12:00 to 1:00)
First shift: 8:00 a.m. to 10:00 a.m.
Second shift: 10:00 a.m. to 12:00 p.m.
Third shift: 1:00 p.m. to 3:00 p.m.
Fourth shift: 3:00 p.m. to 5:00 p.m.

The following restrictions apply:

One agent must work at the store at all times. Only one agent can work at a time.
Store shifts are two hours long and nobody can work two shifts in a row (even after lunch).
Agent Y can only work first and third shifts. Agent Z can only work second and fourth shifts.

Use the information contained in the above scenario to answer the following questions.

9. If Agent X worked the first shift, which of the following schedules is possible?

- I. Agent X will work second shift.
- II. Agent Y will work second shift.
- III. Agent Z will work second shift.

- A. I only
- B. II only
- C. III only
- D. both I & II

10. If Agent Y worked the first shift, which of the following schedules is possible?

- I. Agent Y will work second shift.
- II. Agent Y will work third shift.
- III. Agent X and Z will work second shift.

- A. I only
- B. II only
- C. III only
- D. both I & II

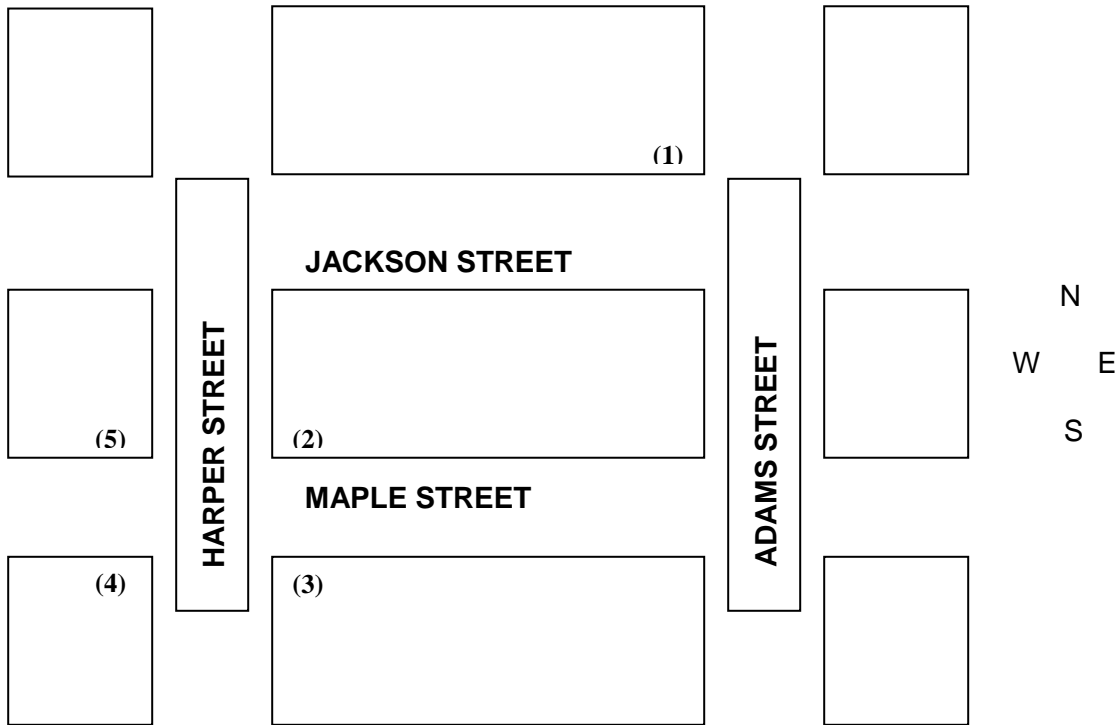
11. If Agent Z worked the second shift, which of the following schedules is possible?
- I. Agent X will work first and second shifts.
 - II. Agent Y will work third shift.
 - III. Agent Z will work fourth shift.
- A. I only
 - B. II only
 - C. III only
 - D. both II & III

Calculate the following:

12. Twenty percent of \$5,275.95 is equal to _____
- A. \$1055.19
 - B. \$1565.29
 - C. \$1655.19
 - D. \$2015.19
13. What is the total of $618+244+182+211$?
- A. 1245
 - B. 1250
 - C. 1255
 - D. 1355
14. What is the average score for five employees with scores of 68, 72, 81, 89, and 95?
- A. 75
 - B. 81
 - C. 100
 - D. 405
15. What does a person earning \$17.50 an hour earn for a 40 hour work week?
- A. \$70.00
 - B. \$700.00
 - C. \$7000.00
 - D. None of the above

Section V

Read and Understand Maps



The following questions are based on the information contained in the map above.

16. Which way should a person traveling east on Maple Street turn to go to the north side of Adams Street?
- A. Right
 - B. Left
 - C. Around
 - D. Back
17. Which direction is corner 1 from Harper and Maple Streets?
- A. Southwest
 - B. Northwest
 - C. Southeast
 - D. Northeast
18. Which way should a person traveling west on Maple Street turn to go to the northwest side of Harper Street?
- A. Right
 - B. Left
 - C. South
 - D. West

Answers to Sample Questions

Section I

1. D
2. A
3. C
4. B

Section II

5. A
6. B
7. D
8. D

Section III

9. C
10. B
11. D

Section IV

12. A
13. C
14. B
15. B

Section V

16. B
17. D
18. A

VII. Banded Scoring

When the written exam for ABC Enforcement Agent is graded, the scores will be grouped into bands. When you receive notification of how you performed on the exam, you will not be given a numerical score (i.e., 67 out of 80, 93 out of 100). Rather, you will be informed into which band (i.e., 1, 3, 6, 10) your score fell. The following information is provided to help you understand the banding procedure.

What is banding?

Banding is one way to reduce the impact of fluctuations in test scores that do not provide meaningful information about differences in the ability to perform the job. One important purpose of testing is to identify the differences in test scores that reflect real differences among candidates. Banded scoring is a statistical procedure for grouping raw test scores that statistically are not meaningfully different from one another. In banded scoring, bands are set objectively and statistically. They are not manipulated arbitrarily.

Misconceptions about banding.

There are many misconceptions about banding and the use of banded scores. Some of the most common misconceptions are listed below. Each misconception is followed by a clarification.

Misconception: Each band should have the same number of people.

We do not force bands to be a certain size. The people in a band are similar to each other in that statistically there is no meaningful difference in their scores. Sometimes Band 1 may be very large, and at other times it may be small. People's scores determine the size of the bands. We never know how many people will be in each band until we receive the test scores.

Misconception: Band numbers have no meaning. I don't have a score.

Band numbers do have meaning. Think of a band as a group of tied scores. Consider that in school two students with average grades of 94.5 and 94.3 would both be grouped into the same band. Just because one student made a 94.5 and one student made a 94.3, the teacher cannot be sure that 0.2 of a point means that the student who scored 94.5 is smarter or is a better student. The scores are so close to each other that they are basically the same.

For example, think of the achievement tests that children take in school. The fine print on these tests always informs you not to focus on the numerical score but rather on the comparative score, which uses some type of grouping technique such as percentiles, stanines, standard deviations, grade levels, etc. These grouping techniques are considered forms of banding. Banding compares your performance on the test to the other test takers' performance and groups your score with others that are statistically the same.

Misconception: Band numbers are the same as letter grades.

Band numbers are not the same as letter grades. Band 1 does not equate to an "A," Band 2 to a "B," and so on. In school, a predetermined numerical range of scores (i.e., 90-100, 80-90, 70-80) equals an alphabetical value (i.e., A, B, C). This grading system is a form of banding. In this case, unlike grade school, the width of bands is not set in advance. Scores are banded only in relation to one another, so you compete against other test takers. The scores of all test takers determine the width of the bands, and your score is set in relation to the scores of your peers.

Misconception: *A banded score on one test has the same value as a banded score on another test.*

Banded scores are test specific and cannot be compared from test to test. Consider that a test taker scored 88 on one test, and the highest score of all test takers was 89. It is likely for this exam that the test taker who scored 88 would be in Band 1. However, if the same person scored the same grade on another test, and the highest score of all test takers was 100, he/she may be in Band 2 or Band 3. Candidates' scores vary on each test, and since candidate scores determine the width of bands and into which band test takers fall, the value of a banded score varies from test to test.

Misconception: *People with the most seniority who have been on the job longest should be in the top bands.*

People with the most experience do not always fall into the top bands. Time spent in a job may not be the same as possessing a knowledge, skill, or ability needed to perform the job. The people with the strongest knowledges, skills, and abilities (or who did best on the exam) will be in the top bands. Some of the people in the top bands will have been in similar jobs for a long period of time, and others will have been in similar jobs for a short period of time. Years of service do not always equal proficiency. Candidates with seniority or experience do not automatically perform best on the test. Regardless of seniority, candidates who display the appropriate knowledges, skills, and abilities perform best on the test.

Misconception: *A standing in Band 4 or below automatically indicates failure or ineligibility for jobs.*

A band number of 4 or lower is not automatically equated with failure. For one test, there may only be 4 bands, and for another test, there may be 14 bands. So, your success on the test based on your position in a band varies from test to test. Your standing in a band does not indicate whether or not you pass or fail the test. The true test of success in your employment opportunities is whether or not you can be certified and considered for a job vacancy.

Misconception: *Banding replaced the "Rule of 10."*

Banding did not replace the "Rule of 10." The "Rule of 10" determines the number of bands to be certified. In the past, tied scores referred to an actual numerical score (e.g., two candidates with a score of 98.98 were considered tied) while now all of the scores within a band are considered tied.

Misconception: *People in a band do not differ.*

When several people are placed in the same band, it does not mean that those people do not differ at all. Instead, it means that their scores on the exam do not differ enough to be separate scores.

VIII. Frequently Asked Questions About the ABC Enforcement Agent Job

Are there any vacancies for the ABC Enforcement Agent?

Continuous means that applications are always accepted for that job class in order to fill expected or recurring vacancies. You may contact the Personnel office of ABC Board to determine current or future vacancies.

How are vacancies filled for the ABC Enforcement Agent?

The top ten applicants on the register are sent to the department with a vacancy for consideration. Since the banded scoring process is used, all of the scores within a band are considered tied. Therefore, all names within a band are certified out to the agency, which may include more than 10 names. The names of people not selected stay on the register to be considered for future jobs. Persons are usually hired at the minimum of the pay range.

When will I get my score?

Four to six weeks after completing the exam, you will receive a Notice of Examination Results postcard in the mail. This postcard will identify your score, or Band placement, for the written exam. If you have not received your score within four to six weeks, you should call the State Personnel Department.

What is my rank on the employment register?

You may obtain your standing, or rank on the register, online at www.personnel.alabama.gov . From the home page, you should click on "Applicants" and then "Register Standings", and follow the instructions. For security purposes, you must now create an online profile in order to access your standing.

How do I request reasonable accommodations?

If you would like to request special testing accommodation or have any questions concerning the test site or testing conditions, please contact the State Personnel Department at (334) 242-3389.

What do I do if I have a scheduling conflict?

If there is a conflict in your schedule, and you are unable to attend the written exam at the time and date for which you have been scheduled, you must resubmit your Application for Examination. The State Personnel Department will schedule you for the available administration of this written test.

How long must I wait before I can take the examination again?

You may reapply for this job classification nine months from the date you were placed on the register.

If I take the written test again in nine months, and score lower, can I still keep my original score?

No. Your most recent test score will be used in placing you on the register.

How long will I remain eligible for appointment?

Since this is a continuous job classification, you will remain on the employment register for two years from the date you were placed on the register. You will be notified by mail when to reapply.