

**RECORDS SUPERVISOR
Selection Process I.D.
2003/1120**

EXAMINATION PLAN

WRITTEN EXAMINATION

50 Item multiple-choice

Weight = 40%

Passing = 70% or more

Time Limit = 1.5 hours

Hand-held calculators permitted

CONTENT AREAS	RANGE	# of ITEMS	PERCENTAGE
Analysis of Written Material	(1 - 2)	2	4
Basic Accounting Principles	(3 - 6)	4	8
Customer Relations Principles	(7 - 9)	3	6
Data Analysis	(10-13)	4	8
Logic and Reasoning	(14-19)	6	12
Records Management	(20-22)	3	6
Situational Supervisory Principles	(23-26)	4	8
Spelling	(27-35)	9	18
Supervisory Principles	(36-39)	4	8
Writing Skills	(40-44)	5	10
Scheduling	(45-50)	6	12
	TOTAL	50	100%

Reference Sources:

Fulton-Calkins, Patsy and Karin M. Stulz, *Procedures & Theory for Administrative Professionals*, 6th Ed., South-Western Cengage Learning, 2009

Sabin, William A., *The Gregg Reference Manual*, Tribute ed., 11th ed., McGraw-Hill, 2011

NetMBA Business Knowledge Center. Theory X and Theory Y – 2010 -2012

<http://www.netmba.com/mgmt/ob/motivation/mcgregor/>

www.ventureline.com Glossary

This examination consists of 50 multiple choice questions, all equally weighted.

Qualifications Appraisal Board (QAB)

Weight = 60%

Pass = 70% or better

The QAB is an oral board examination. Unlike a job interview, the QAB is very structured with multiple board members taking turns asking candidates a set number of questions. The same questions are asked of each participant in the QAB for the open position. Since this is an exam, neither candidates nor panel members can ask follow-up or clarifying questions.