

**TELECOMMUNICATIONS SPECIALIST**  
**Selection Process I.D. #**  
**6326/0419**

**EXAMINATION PLAN**

**WRITTEN EXAMINATION**

Weight = 60%

Pass = 70%

Multiple choice 34-item examination

Time = 1 hour

	<b>CONTENT AREA</b>	<b># OF ITEMS</b>	<b>PERCENTAGE</b>
1.	Telephone Concepts	7	20.59
2.	Installation of Computer Support Equipment	8	23.53
3.	Standard Cable Concepts	9	26.47
4.	Safety Principles	4	11.76
5.	Communications and Interpersonal Relations	<u>6</u>	<u>17.65</u>
	<b>TOTAL</b>	<b>34</b>	<b>100%</b>

**REFERENCE SOURCES:**

Day, Nancy, *Back to Backs: A Guide to Preventing Back Injury*, Krames Communications, 1984.

Fulton, Patsy J., Joanna D. Hanks, *Procedures for the Office Professional*, 2<sup>nd</sup> Ed, South-Western Publishing Co, 1990.

Keller, J.J., *Keller's Official OSHA Safety Handbook*, J.J. Keller and Associates, Inc., 1994.

Locker, Kitty O., *Business and Administrative Communication*, Fourth Edition, Irwin McGraw-Hill, 1997.

Newton, Harry. *Newton's Telecom Dictionary, 30th Edition*. New York, NY. 2016.

*Standards Reference Guide*. Glenview, Illinois. Anixter Inc. 2016.

Stewart, Doug, *The Power of People Skills*, John Wiley and Sons, Inc. 1986.

Timm, Paul R., James A Stead, *Communication Skills for Business and Professions*, Prentice Hall. 1998.

Truitt, John, *Telephone Tactics for Instant Influence*, Dembner Books. 1990.

Telecomabc: [www.telecomabc.com](http://www.telecomabc.com). 2005.

**This examination consists of 34 multiple choice questions, all equally weighted.**

**PERFORMANCE EXAMINATION**

Weight = 40%

Pass = 70%

Total Time Limit = 50 minutes

The applicant will be given three (3) job specific tasks to complete.