

Welcome to your guide...

POLICE OFFICER CVF ASSESSMENT TEST QUESTIONS & ANSWERS

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50 POLICE OFFICER CVF ASSESSMENT TEST QUESTIONS & ANSWERS

When you apply to become a police officer in the UK, throughout the selection process you will be assessed against the core values and competencies called the Competencies and Values Framework (CVF). These form the conduct and behaviours which the police service expects all of its officers to adhere to not only when on duty but at all times. The selection process for new police officers is designed to ensure that only candidates who demonstrate the values and competencies are successful during the selection process.

During this guide we are going to explain what the CVF are and how you can apply these to the selection process. Half of the battle to be successful is to understand not only what the CVF mean, but to recognise when to use them and what actions apply.

Included in this unique guide is 50 questions which will challenge your knowledge of the CVF, by placing the candidate into various scenarios which ask them to choose the correct approach to solving a work-based issues, by selecting the answer which correctly matches the competencies or values being assessed. Before we get into the questions you spend some time learning the CVF, as they are vital to your success in this assessment and your goal to become a police officer in the UK.

THE COMPETENCIES AND VALUES FRAMEWORK (CVF)

The Competencies and Values Framework are split into Values and Competencies separately. Please see explanations below. When you are going through these, try to think of times when you have demonstrated any of them. This will help to give you an understanding how you can apply these.

There are four values consisting of:

- **Impartiality:** Impartiality is all about staying true to the key principles of fairness and objectivity. It's absolutely vital that police officers can be impartial when dealing with members of the public, and with their colleagues. You must treat every single person that you meet with fairness and equal consideration, and be able to recognise and reprimand any and all forms of discrimination. Police officers must be able to put aside their personal feelings or beliefs and make decisions with clear logic and rationale.
- **Integrity:** Integrity is another extremely important part of the police code of ethics. Police officers must be able to act with integrity and decency at all times, and be capable of recognising both good and poor performance. As a police officer, your professionalism is absolutely integral. You are a representative of the police – a role model – and therefore it's fundamental that you can present an honest and

trustworthy approach to the public. By doing this, you can build confidence with the public in the police force and deliver a far more effective service.

- **Public Service:** The third value on the list is public service. This value again links back to the police code of ethics, and is essentially about acting with the best interests of the public in mind. The police are there to protect the public, and safeguard them from harm. Therefore, it's important that your decisions are made with this aim in mind. You must be able to evaluate different strategies, how they will be of benefit to the wider public, and take responsibility for delivering upon these. Furthermore, public service is about facing up to challenges and adversity, and overcoming these obstacles, to provide a great level of service. You must be able to engage and communicate with the public, listening to their needs and making them feel valued and appreciated.
- **Transparency:** Transparency is a really important quality for any police officer to have. This value is closely linked with honesty. It's essentially about being someone whom others can trust and have faith in. You must be able to explain, verbally and in writing, the rationale behind your decisions. You must be genuine with everyone you are communicating with, and make a concerted attempt to build trusting and strong relationships with your colleagues. Likewise, you must be someone who is capable of accepting criticism and improving your own working practice. It's very important that you can learn from and accept your own mistakes.

There are three clusters each consisting of 2 further competencies:

Resolute, compassionate and committed

- **We are emotionally aware:** Police officers take the time to be understanding of themselves, colleagues and the people whom which they serve. They will make pro-active effort to listen to the views of others to understand their individual needs and concerns. These are used to form the basis of decisions and actions. It is also vital that police officers can control their emotions in stressful and emotional situations.
- **We take Ownership:** Police officers show great levels of responsibility and accountable for their own actions. This includes any associated risk with decisions which they make. A police officer will actively seek feedback from others to learn from errors or to improve the service they provide.

Inclusive, enabling and visionary leadership

- **We are collaborative:** This relates to working with others to provide an improved service to our communities. This refers not to colleagues within Police Scotland, but collectively with other areas of the emergency services, other organisations and members of the community.
- **We deliver, support and inspire:** Police officers share the organisations vision and mimic the values in their day-to-day activities. They strive to be role models to

colleagues and the community and are determined to carry out their tasks with the best interest of the community in mind.

Intelligent, creative and informed policing

- **We analyse critically:** Police officers will analyse data, information and viewpoints to combine the most comprehensive evidence not only to make decisions, but to understand the initial cause of issues in complicated situations. This can assist to implement preventative measures to solve any ongoing issues before they happen, in place of reactive measures.
- **We are innovative and open-minded:** Police officers are inquisitive by nature and look to further improve the services which they provide or to assist others with issues. They will also strive to understand their performance and attempt to implement a measure of continuous improvement within the role. They can adapt to any changes to the role and will look to identify opportunities to assist with solutions to maintain and improve the highest levels of services to the community.

Now you have spent some time learning about the competencies and values, and how you can apply these, please try the questions on the following pages. This test is not timed, so take as much time as required. Please remember to study the question and ask yourself which competency or value does this question apply to? Then choose the action from the answer choices which best demonstrates the CVF. The answers and detailed explanations are provided on a separate document which you can download from your account.

If you require further detail in regards to the Competency and Values Framework you can download this from College of Policing Website:

<https://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf>

50 POLICE OFFICER CVF ASSESSMENT TEST QUESTIONS

Please read the questions and scenarios below and choose the answer or action which you believe is correct.

Q1: You are a serving police officer and you are called to a domestic dispute between two neighbours. One of the neighbours (Dave) has accused the other (Sam) of throwing items of rubbish into their garden. In retaliation Dave has started throwing rubbish into Sam's Garden. Sam denies the allegations and called the police. You arrive to resolve the dispute. How do you handle the situation?

A: Immediately arrest Dave for throwing rubbish into Sam's garden. Tell Sam to throw the rubbish back into his neighbour's garden.

B: Approach Dave upon arrival and tell him to cease with the activity. Speak to each neighbour separately and listen to each neighbour's concerns. Investigate the allegations against Sam whilst advising Dave that he will have to remove the rubbish from Sam's garden to avoid any further action being taken.

C: Approach Sam and question him about Dave's allegations and tell him that if it is true then you will have no alternative to arrest Sam for fly-tipping in Dave's garden. Then approach Dave and tell him to stop throwing items into Sam's garden.

D: Immediately arrest both men and take them down to the station for questioning. Their behaviour is unacceptable and at the very least both individuals should receive cautions for their anti-social behaviour.

A	B	C	D

Q2: You are on holiday in the Lake District and are just about to reach the summit on one of the popular hills in the area, when you notice an elderly man who is bent over seemingly struggling to breathe. There are others starting to gather in the area. What do you do?

A: Approach the man to see if he is ok, and ask if they need any assistance. Tell them when you get back down to the bottom of the hill, you will inform the emergency services so they can come and help him.

B: Carry on to the peak of the hill. If the man is still there when you are walking down the hill, ask him if he is OK and if he needs any help.

C: Approach the man and ask if he is ok and offer your assistance. Advise him that you will call the emergency services and stay with him until they arrive.

D: As there are a number of other people gathering near the man assume that they will deal with the issue. If he is still there when you walk back down offer your assistance then.

A	B	C	D

Q3: You have been called to an incident on the local high street. A homeless man has been attempting to steal food from the café. This is happening on most days. The café owner is getting frustrated by this and is worried that the incidents will end up with him losing customers. You arrive at the café and the owner says the following:

“I understand that it can’t be easy for people who are homeless, and I don’t want to get them into trouble, but my customers are getting fed up and will start going elsewhere. I can’t accept that.”

How do you deal with this situation?

A: Tell the café owner that you completely understand their concerns and that you will arrest the homeless man for theft.

B: Advise the café owner that he may consider giving the homeless man some free food. That way he would be helping the homeless and not risk losing customers.

C: Tell the owner of the café that you understand his concerns and you will speak to the homeless man about his behaviour and that it must cease. Offer advice to the homeless man of local shelters where they may find assistance with food, accommodation and help to get them back on their feet.

D: Challenge the homeless man in regards to his behaviour. Take him to the café owner and suggest that he apologises for the problems he is causing. Inform the homeless man he has one last chance. If he continues to attempt to steal food from the café you will have no choice but to arrest him. Give the café owner your direct number so he can report any further issues.

A	B	C	D

Q4: You are a customer service assistant at a local electronics shop. A customer enters who recently purchased a new TV, and wants to return the item as it is faulty. The customer approaches your colleague and explains the issue to him.

Customer: “Hi, I purchased this TV last month and it has stopped working. There is power, but the screen does not work”.

Colleague: “Let me check the TV set for you. Please give me 10 minutes”.

Colleague: “After checking the set, I can see that one of the elements in the back of the set is damaged. I am afraid that the TV, is beyond repair, I am very sorry. Do you have A warranty?”

Customer: “No, I don’t! But surely as I only purchased last month, I would qualify for a replacement?”

Colleague: “No, I am sorry, without a warranty, we can’t replace the TV. At the end of the day, that’s what the warranty is there for. Sorry, I can’t help you any further”.

At this point the customer becomes quite irate, and demands to speak to the manager. He shouts that he will make everyone aware of the shoddy service he has received and will leave negative reviews. The manager is on holiday. You are the most senior member of staff in the shop. How do you handle the customer?

A: Approach the customer and apologise for the way your colleague spoke to them. Inform the customer that the manager is not working today, but you will take the customer’s details and get the manager to call them upon his return.

B: Apologise to the customer for the manner which your colleague spoke to them. But, reiterate the warranty policy. Inform them that without the warranty, you will be unable to replace the faulty TV set.

C: Approach the customer and listen to their concerns. Apologise for the way your colleague spoke to them and advise that you will ensure your manager gets to know about your colleague’s poor customer service skills. Reiterate the warranty policy and advise that there is nothing else you can do, other than offering discount on a new TV set.

D: Approach the customer and listen to their concerns. Apologise for the way your colleague spoke to them. Advise the customer that although the warranty policy does exist, you will provide a replacement TV set. Poor reviews could cost the company more than a replacement TV set. Advise the manager to ensure your colleague receives adequate training in customer service skills.

A	B	C	D

Q5: Whilst working as a probationary police officer, you are sitting in the canteen having a conversation with three of your colleagues. Two of the colleagues are mocking your other colleague due to an issue he had with the last training exercise, which resulted in poor performance. Upon hearing the criticism, your colleague looks visibly upset and stands up and leaves the canteen. Your other two colleagues remain at the table and laugh out loud. How do you handle this situation?

A: Tell your colleagues, that their behaviour is unacceptable. We should be helping our colleague not mocking him. Then leave the canteen and follow your colleague, ask if they are ok and offer assistance to help them.

B: Carry on with your break. Afterwards seek out your colleague and ask them if they are ok, and offer to help them if they are struggling with any training.

C: Start laughing also. This is only banter and is part of being a police officer. It's important to embrace banter and get on with the majority. Your colleague will get used to it and learn to be less sensitive.

D: Inform your manager of the behaviour of your two fellow colleagues and let the senior officers deal with any disciplinary action.

A	B	C	D

Q6: You are Andrew and you work for an organisation which supplies components to the building industry. You have been called to a meeting as the company has recently been taken over by a larger organisation which is going to make a number of changes to help secure the future of the business. On the way to the meeting, you are chatting to several colleagues, who say:

Sandra: *"I have it under good authority that they intend to change people's roles and delegate tasks differently, which is going to be a right pain! Why can't we stay as we are? We had record sales last year!"*

Tony: *"You are kidding! Don't I do enough already. I am not happy about this and I will make my feelings heard. What do you think Andrew?"*

How do you respond?

A: *"Totally agree with you. If we had record sales last year, why would we change anything. If it isn't broken, why try to fix it!"*

B: *"I won't be happy with any changes, but there is not a lot we can do about it. We will have to accept the changes and move on".*

C: *"I think we need to keep an open mind. Even though we had record sales last year, the owners may have recognised that a change could make the organisation stronger".*

D: *"I think we have a duty to listen to them. We don't have to agree, but if they decide the changes are necessary, we should give it a go. But I don't believe change is a good thing".*

A	B	C	D

Q7: You work for a local shopping centre management team. You have just finished work and you are heading through the centre when you overhear a man being aggressive towards a lady by the lifts. He seems upset as the lady has pushed in front of him in the queue to the lift. Since the pandemic you have restricted access to one household per lift, but there are no further policies or rules on the priorities of its use. There are a number of other lifts on the floor. The man says to the lady:

Man: *"I was waiting here first, you'll regret pushing in front of me once we get into the carpark."*

Lady: *"How dare you speak to me like this, as you can see, I am a pregnant lady and have a baby in the push chair which should take priority!"*

Man: *"As I said you will regret this!"*

How do you respond to this scenario?

A: Listen to what is being said but carry on to your car. On the way past the security desk, advise the security staff on what is happening and ask them to intervene to ensure the lady gets to her car safely.

B: Call the security team and then approach the man. Tell him that it is unacceptable to behave in this manner. He should apologise to the lady. Inform the man the security team are on the way to detain him until the police arrive. Apologise to the lady for the way the man spoke to her. Escort the lady to her car and ensure she leaves the shopping centre safe and unharmed.

C: Call the security team to attend as a precaution. Approach the man and woman and speak to them both. Listen to their concerns and take into consideration their needs. Ask the man to refrain from any further threats. Inform the lady, as the man was in the queue first, he should use the lift next. Escort the lady to an alternative lift and then to her car to ensure that no further incidents occur.

D: Approach the man and the woman and instruct them both to stop arguing. Tell the man you will not tolerate any threatening behaviour to any members of staff or other shoppers. Get the security team to remove the man from the premises and ban him from returning. Inform the police of the incident.

A	B	C	D

Q8: You are on patrol with a colleague in the local high street. When your colleague approaches a passer-by and starts to berate the person for dropping litter. Shaken-up the passer-by picks up the litter and swiftly moves on. You don't recall the person dropping the litter, but you could have missed the incident and think no more of it. Later, during the shift you notice your colleague has a wry smile on their face. When you ask them what they are smiling about, they inform you, that the person did not drop litter. The passer-by was a person who used to bully your colleague and they decided to have a little pay-back for the suffering they caused them when they were at school together.

What do you say to your colleague?

A: Do not say anything to your colleague. Wait until you return to the station and inform your sergeant of the inappropriate behaviour.

B: Tell your colleague that the behaviour is unacceptable and an abuse of power. Tell them that it should cease immediately. Inform your sergeant of the incident ASAP.

C: Sympathise with your colleague for the abuse they received, but tell them their behaviour was equally unacceptable. Tell them if it happens again, you will inform the sergeant.

D: Tell your colleague that you thought the passer-by hadn't dropped any litter. Explain to them that you do not agree with what they have done, but you are no fan of bullies, so the passer-by probably deserved it.

A	B	C	D

Q9: You are the deputy head teacher of a secondary school. An angry parent has just contacted you in regards to his son (Adam) being beaten up by another child (Carlton) which resulted in a cut lip.

This morning, you also received a phone call from Carlton's mother stating that he was being bullied by another boy in his year whose name is Adam. After speaking to a number of colleagues they had noticed that Adam and his mates had been picking on Carlton and were told on numerous occasions to leave Carlton alone.

Adam's father is outside your office and demands to see you to find out what you are going to do about Carlton and states:

Adam's father: *"What kind of establishment are you lot running here? My boy has just been beaten up by this other boy Carlton, and I want something done about this otherwise I will take action into my own hands!"*

How do you tackle this situation?

A: Sit down with the father and listen to his concerns demonstrating empathy and compassion. Advise Adam's father that any violence towards anyone in the school will not be tolerated under any circumstance and this will be dealt with strictly. Make Adam's father aware of the complaint you have received regarding Adam's suggested bullying of Carlton and advise him that this will have to be investigated also. Stress, at this point these are only allegations, but you will take charge to get to the bottom of the problem.

B: Sit down with Adam's father and advise him that you are very sorry that Adam was attacked by Carlton. Advise him that there is more to the issue, as there have been allegations made against Adam for bullying Carlton. Explain that you believe this is the reason for Carlton attacking Adam. Tell Adam's father that there is no place in the school for bullies, and Adam will be suspended with immediate effect. Reassure him, that Carlton will be dealt with strictly for his violent outburst also.

C: Sit down with Adam's father and ask him to calm down, as you can only help resolve the issue if we all remain calm. Explain to the father that you will be looking into these allegations and any guilty parties will be dealt with separately and severely.

D: Speak to Adam's father and say you are sorry that his son was beaten up by Carlton. Say you will book an appointment with the head master so he can help further. Do not mention anything about the bullying allegations.

A	B	C	D

Q10: You are working within a team that has a project focused on creating detailed reports for the management team. The project seems to be going well and to schedule. You are nearing the end of a project meeting, and the program manager calls you into her office. She informs you that your last couple of reports have not been detailed enough and they do not include all of the required data. How do you react?

A: Apologise for the errors. Challenge your manager as to why she hasn't brought this to your attention before. Ask her for specific details of what data is missing.

B: Tell your manger that you were only following her brief, and if this is not correct you should have been notified earlier. Tell her that you will do the reports again.

C: Apologise to the manager for the missing data, but welcome her feedback. Ask for details of what data she wants specifically included and provide assurance that it will be included moving forward.

D: Thank the manager for letting you know. Ask if you can be removed from the project team as you do not think there is anything wrong with your work and do not feel you can give 100% to the project based on her feedback.

A	B	C	D

Q11: You have been giving evidence at court for a case you have been involved with. At the end of the day, you are leaving court and pass two of your colleagues openly discussing one of the victims of a case you are working on. What do you do?

A: Do nothing, there is no one else around the area who can hear their conversation so no real harm done.

B: Carry on walking out of court, but take note of who the colleagues are who are. When you see them in the morning remind them of their duty to respect case confidentiality.

C: Immediately approach your colleagues and tell them to stop discussing the case and the victim. Remind them of their responsibility to case confidentiality.

D: Approach your colleagues and join in the conversation. They may have information which can assist you in your case.

A	B	C	D

Q12: I think it is important to think carefully about the risks associated with actions, before making a decision?

- A: Strongly Agree
- B: Agree
- C: Neither Agree or Disagree
- D: Disagree
- E: Strongly Disagree

A	B	C	D	E

Q13: You are working at a factory manufacturing various electrical components. You are aware that two of your colleagues Jayne and Osman always seem to exceed the hourly target and you always equal the hourly target. What would you do in this situation?

A: Don't do anything. You always meet the hourly target which is set by your superiors so no further action should be required.

B: Speak to your colleagues and make them aware that they are exceeding the hourly target. Ask them to slow down.

C: Approach your colleagues and ask them to share their techniques with you to help you improve your own performance.

D: See if there are any areas of the process which you can skip, so you can match or better your colleagues' performances.

A	B	C	D

Q14: You have noticed that a work colleague has started falling behind on their part of the project. Other colleagues are becoming impatient with them and have threatened to inform the team manager about the issue. The work colleague usually performs to a high standard. How would you handle the situation?

- A.** Approach your work colleague and tell them their performance is unacceptable and they need to improve immediately for the sake of the team and project.
- B.** Approach your work colleague in private and ask if they are having any issues which could be affecting their performance. Offer them help and support if required to get them back on track. Explain that everyone needs to pull together for the sake of the team and complete their tasks on time and to the required standard.
- C.** Inform your manager of the issue and let them deal with it. You are not paid to speak to your work colleague about their performance.
- D.** Work extra hours to complete your own work and then do your colleague's work until they get back to their usual high standards. You are all a part of a team, and you should help the team out by covering when needed.

A	B	C	D

Q15. It is a Tuesday morning, and your colleague is currently manning the police station enquiry desk. They have had to leave the desk quickly to speak to the sergeant regarding an urgent matter. At 11am you make your way to the canteen for a scheduled tea break. When passing through the reception, you notice it is in a state of disarray and members of the public are starting to queue by the desk. What would you do?

- A.** Take your tea break and, on the way back, if your colleague has not returned start dealing with the members of the public.
- B.** Speak to your supervisor and ask whether you can be spared to help out at the police reception. If agreed, start serving the members of public and take your tea break at a later time when convenient.
- C.** Do nothing. It is not your responsibility and does not fall within the job description. Your time is best spent elsewhere.
- D.** Inform the sergeant that there is a queue building at the front desk and you recommend that someone gets there quickly to best assist the members of the public.

A	B	C	D

Q16: You are part of a project team working on an innovation. This innovation could improve the efficiency of a current process within the organisation. A senior member of the management team approaches you with an idea. This idea would enable completion of the project two months early and save 15% in costs. However, this would mean that parts of the project would be missed, and corners cut, potentially making end product not safe for use. How do you react to the proposal?

A: Ask the senior manager more about the idea. You recognise that it is vitally important to save time and cost during these times.

B: Dismiss the proposal, saying it is far too late in the project to start thinking about saving costs and it's not worth cutting corners.

C: Explain to the manager, that you understand the need for saving costs, but not to jeopardise policy and procedure of the project which could also make the project unfit for purpose and not safe to use.

D: Ask the manager more about the proposal and where the costs would be saved. Tell the manager that you are willing to discuss the proposal at the next project meeting, but to accept the proposal, you would need agreement from all of the project team.

A	B	C	D

Q17: A motorway has been closed due to a motorcyclist having been knocked over and seriously injured. You have been asked by your sergeant to only allow emergency vehicles on to the motorway access route. Whilst standing at the access route, an angry lorry driver pulls up and informs you that he must get onto the motorway as he has a very important delivery to drop off at his destination. If he is late, he will lose his job. What do you do in this circumstance?

A: Tell the driver, that you are very sorry. But there is nothing further you can do to help him. Instruct him to use the diversion.

B: Tell the driver you will let him through, but stick to the inside lane. Inform the recovery team of the approaching lorry.

C: Tell the driver the motorway has been shut for some time, if he had checked his sat-nav, he would know about the diversion and be able to avoid delays. Direct him to the diversion route.

D: Listen to the driver and apologise for the inconvenience, but explain there is nothing you can do. Offer to speak to the driver's boss on the phone and explain the situation to avoid the driver losing his job. Direct the lorry driver to the diversion route.

A	B	C	D

Q18: You are working on a time-sensitive production assembly line and you have an idea which you believe will increase productivity and efficiency. What do you do?

- A. Leave your workstation immediately to inform your line manager about your idea.
- B. Do nothing. You are only an assembly worker and it is not your responsibility to think of ways to improve the efficiency of the company.
- C. Wait for an appropriate time, such as a work break, to approach your line manager and inform them of your idea and ask for their feedback.
- D. During your own time, run a trial on the production line to test your theory. If you have positive results, then approach your line manager and tell them about your idea.

A	B	C	D

Q19: Whilst on patrol with a fellow constable, you notice a group of teenagers acting suspiciously at a bus stop. Upon approaching, there is no evidence of any wrong-doing on their part and they explain they are just waiting for the number 14 bus, which is due in around 10 minutes. You leave the group, and as you continue your patrol, your fellow colleague tells you he is familiar with the teenagers and is certain they were hiding something. He then uses racial slurs in reference to the teenagers. How do you respond?

- A: Challenge your colleague on his behaviour. Tell him this is unacceptable and if you hear anything like this again, you will inform your supervisor.
- B: Brush it off for now, it is important to keep the status quo when on duty with your colleague. When you return to the station report the incident to your supervisor.
- C: Just to make sure, stay in the area until the bus arrives and when the teenagers depart on the bus, tell your colleague how wrong he is. Report the incident to your supervisor when you return to the station.
- D: Challenge your colleague's behaviour there and then. Tell him his actions are completely unacceptable and report the incident to your supervisor immediately.

A	B	C	D

Q20: You're on patrol, walking through Ficshire Park when you notice a group of teenagers from the local secondary school. One of the teenagers looks upset and is picking up items that have fallen out of their rucksack from the ground. What do you do?

A: Approach the teenager who is upset and ask him if everything is ok. Whilst helping him to recover his items off the floor ask about the behaviour of the other teenagers.

B: Approach the group and ask them what they are doing and tell them to leave the other teenager alone.

C: Do nothing for now. Carry on with your patrol and keep an eye on the teenagers to see if the situation escalates.

D: Approach the group and berate them for their actions. Tell them if you see them hanging around the park again you will have them arrested.

A	B	C	D

Q21: You have been working on a case that's nearing its end and the trial is about to finish. You realise that evening that you have made an error which could affect the outcome of the case. The case involves a rather nasty assault and the accused has a bad reputation for aggression and has been convicted before. What do you do?

A: Do nothing. This accused is guilty and you should ensure that he gets put behind bars for his crime and to make the streets safer.

B: After the trial is over, approach your supervisor and let them know about your error. They can then make a decision.

C: Immediately make your supervisor aware of the error and ensure this is made aware of in court.

D: Make the prosecution team aware of error, so they can decide whether this should be submitted to the court.

A	B	C	D

Q22: You are working at the police station reception. You are speaking on the phone to a colleague in regards to arranging a staff meeting. During your phone call, a stressed member of the community enters the station and breaks your conversation with your colleague. What do you do?

A: Politely ask the person to wait while you finish your call with your colleague.

B: Avoid making eye contact with the person, and finish the call as quickly as possible, so you can deal with their query.

C: Tell your colleague that you will have to call them back and deal with stressed member of the public.

D: Ask your colleague to hold whilst you get another colleague to deal with the person's query, then continue with your conversation.

A	B	C	D

Q23. Read the following statement before choosing which answer option is most suitable.

I never take responsibility for my own mistakes and do not take action afterwards to ensure that mistakes are not repeated.

A. Strongly Agree

B. Agree

C. Neither Agree or Disagree

D: Disagree

E. Strongly Disagree

A	B	C	D	E

Q24: I take responsibility for my own personal development to improve my performance in the workplace.

A. Strongly Agree

B. Agree

C. Neither Agree or Disagree

D: Disagree

E. Strongly Disagree

A	B	C	D	E

Q25: You are a project manager and have just completed a project for a long-term customer. As usual, at the end of each project, you ask the customer for feedback. You receive a report from the customer which is less than favourable. This surprised you because you felt the project went to plan with minimal setbacks or issues. What would you do?

A: Immediately call a team meeting and berate everyone for their poor performance. Tell everyone they must improve on the next project, or they will be looking for new jobs!

B: Call the customer to apologise and tell them that you will take on board their comments. Carefully read and consider the customer's feedback. Call a staff meeting to relay the report and create a plan of action that considers the customer's feedback and use this on future projects.

C: Call the customer to apologise, but to also express your disappointment with their report. Tell them that you are surprised by their comments and attempt to discuss each point individually to see if the customer will change their mind.

D: Dismiss the report and congratulate your team on a job well done. You feel there is no need to make any changes. If you discuss the report with your team, it will demotivate them during future projects. Sometimes the customer isn't always right.

A	B	C	D

Q26: You are a probationary police officer and you are training on a new information system which you are struggling to understand. You have missed a couple of training sessions due to being off sick for the last week. One of your colleagues, Vicky, is more experienced in the system, but you can see that they are very busy. What do you do?

A: Carry on trying to work out the new system yourself, as you will get there in the end.

B: Approach your supervisor and ask if you can be reassigned onto a different task as you are unfamiliar with the system.

C: Approach Vicky and ask if she has any time to train you in the new system.

D: Approach your supervisor and ask if you can get more training on the system as you missed the previous sessions.

A	B	C	D

Q27: I understand the benefits of diversity?

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D: Disagree
- E. Strongly Disagree

A	B	C	D	E

Q28: You have been called to a disturbance with your colleague outside a pub in the local town. When you arrive there are two men, Ali and Lukas, who have had a scuffle which has resulted with Ali receiving numerous cuts to the face. You are about to speak to Lukas when Ali starts shouting abuse at Lukas. What do you do?

- A: Ask your colleague to restrain Ali and place him under arrest and call for a vehicle to take him to the station.
- B: Turn to Ali and tell him that you will speak to him in due course after you have finished with Lukas.
- C: Arrest Lukas for the damage he has done to Ali's face.
- D: Start shouting at Ali. Tell him if he does not stop interrupting, you will arrest him for affray.

A	B	C	D

Q29. A customer calls you to complain about the service they have received. They are angry about the situation and they start shouting at you. How would you deal with this situation?

- A. Tell the customer that, unless they stop shouting at you, you will not deal with their complaint. You have rights too, and you are not prepared to be spoken at in that manner. If the customer calms down, you will then deal with their complaint professionally and efficiently.
- B. Let the customer speak and listen to their concerns. You don't take what they say personally. Show empathy for the customer's situation and apologise quickly if the company is at fault. Tell the customer you would feel the same as they do if the situation had happened to you before telling them what you are going to do to rectify things for them. Keep the customer updated with progress and try to learn from the complaint so it does not happen again.
- C. Tell the customer you will pass on their complaint to your supervisor and he or she will be in touch as soon as they are available to deal with it. Show empathy towards their situation. Write down details of the customer's complaint, and their telephone contact number, before passing on the details to your supervisor to handle.
- D. Tell the customer you will ask your supervisor to contact them as soon as possible. Write down their number and pass it on to your supervisor so they can deal with it.

A	B	C	D

Q30: You are a traffic officer, and you are patrolling one of the local roads when a car passes you by, breaking the speed limit. This prompts you to follow the car, and, at the safest opportunity, instruct the car to pull over. You and your colleague Binda get out of your patrol car and approach the driver, asking them to get out of their car.

When they do, to your surprise, you notice it is your uncle driving the vehicle. How do you react?

- A: Immediately speak to Binda and tell him that the man present is your uncle.
- B: Tell Binda that you will deal with this, and that he can take a break.
- C: Say nothing and let Binda deal with your uncle and return to your vehicle.
- D: Do not say anything and issue your uncle with a fixed penalty for speeding.

A	B	C	D

Q31: You are a ticket officer for a large cinema complex and you are showing a premiere of a new movie over the next few days. Each day is sold out. You are checking customers' tickets and someone gives you tickets for the viewing on Thursday. Today is Tuesday. You say the following to the customer:

You: *"I am very sorry but your tickets are not valid for today's show. These are for Thursday. Have you got tickets for today's show?"*

Customer: *"No, these are the tickets I purchased. Why would I purchase two sets of tickets for the same show! Can I not attend today? I have bought valid tickets for the show and I should be permitted entry. It should not make any difference which day I attend!"*

You notice that the customer is becoming quite irate and starts to raise their voice. How do you respond?

A: Listen to the customer's concerns. Tell the customer that you will let them attend the show, as you are sure not everyone will turn up. There is also a queue starting to build up and the argument will not help the cinema's reputation.

B: Remaining calm, listen to the customer's concerns, showing empathy and apologise for the inconvenience. Tell them that you are unable to permit entrance as the show is fully booked and they will have to return on Thursday.

C: Tell them you will get your supervisor, as you cannot make a decision whether they can attend or not, as you do not have the authority.

D: Apologise to the customer, but tell them you are not responsible if someone chooses the wrong date. Reiterate there is nothing you can do and they will have to return on Thursday.

A	B	C	D

Q32: You are a serving PCSO and you are on your way back to the station when you pass your colleague assisting members of the community. As you are about to walk past your colleague, Davina, she ushers you over. She asks you whether you could help and assist an elderly man into a taxi, while she deals with a request from a member of the public with some detailed directions. The taxi is around 10 minutes away. What do you do?

A: Tell Davina that the taxi driver should assist the man into the taxi when they arrive. Wave to Davina and carry on back to the station.

B: Tell Davina, that by the time the taxi arrives, she would have likely finished giving the person directions and will be able to assist the person into the taxi.

C: Tell Davina, sure no problem. You will stay with the man until the taxi arrives as long as your supervisor allows you.

D: Tell Davina, sure no problem. You will stay with the man until the taxi arrives and assist him while she deals with the other query.

A	B	C	D

Q33: You are a security officer working at a large event and you have been at your post for some time. You are in desperate need of a toilet break and are unable to contact anyone on the radio. There is a toilet literally 100 metres away. What do you do?

A: Quickly run to the toilet when no one is looking and there are minimal numbers of people around your area.

B: Continue to contact your colleagues by radio until someone answers. Arrange for another guard to relieve you while you take a toilet break.

C: Stay at your post until one of your colleagues passes through your post and ask them to quickly relieve you to take a toilet break.

D: Ask a member of the public for their assistance to wait at your post, while you quickly nip to the toilet.

A	B	C	D

Q34: You are attending an incident which involves a woman who has been assaulted. You have been instructed to write down eye witness accounts at the scene. Whilst talking to one eye witness, you are struggling to write down his account of events. You notice that they seem really nervous and upset. But you need to get their version of events. What is the first thing you would do?

A: Tell them you will come back to them when they have had an opportunity to calm down a bit. Go to the next eye-witness.

B: Try to decipher what you can and take down the notes as accurately as you can.

C: Take the witness to one side and sit them down and ask if they are ok, and listen to their concerns.

D: Ask the witness to politely slow down and then continue to take the notes.

A	B	C	D

Q35: You are attending a meeting with the rest of the senior managers. During the meeting, you notice another manager, Mike, placing his hand on your colleague's back and shoulders. She seems extremely uncomfortable with this. Your colleague is named Suzy. How do you handle this situation?

A: Watch Mike carefully, to see whether he does anything else inappropriate.

B: Speak to Suzy after the meeting, asking her about what you witnessed. Offer your support.

C: Take Mike to one side after the meeting, and inform him that you are aware of his inappropriate behaviour.

D: Interrupt the meeting and challenge Mike on his behaviour.

A	B	C	D

Q36: You are an experienced police officer. You are patrolling with your colleague Joanne and she tells you she is becoming disillusioned with life as a police officer. She says she is thinking of resigning from the role. What do you say to her?

A: Advise Joanne that this is her decision and you are unable to influence her. If she wants to resign you won't stand in her way.

B: Tell Joanne she would be crazy to throw away the opportunity that she has worked so hard for. "Pull yourself together" are your final words on the matter.

C: Say nothing. If someone wants to leave, they have their reasons, and it is nothing to do with you and it is completely their choice.

D: Listen to her concerns and offer your support. Make her aware of how the job she does makes a positive difference to the community and the police service as a whole.

A	B	C	D

Q37: Preventative measures are not as important as solving crime?

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q38: I put the needs of the organisation above everything else?

- A: Strongly Agree
- B: Agree
- C: Neither Agree or Disagree
- D: Disagree
- E: Strongly Disagree

A	B	C	D	E

Q39. You have been working on an important project for the last two weeks. You realise you have made a significant mistake. Despite your manager giving you a clear brief, you have not followed it. You have been under pressure recently due to having a large workload. What would you do?

- A.** Stop work and inform your manager about the mistake. Explain to her why you made the mistake, apologise, take responsibility for it, and put in the extra work to put things right. Share your mistake with your co-workers so they can learn from it too.
- B.** Carry on with the project and hope nobody notices the mistake. After all, you have been under pressure due to the large workload so mistakes are inevitable.
- C.** Stop work and inform your manager about the mistake. Tell her you have been feeling under pressure because of the large workload and ask her what she wants you to do next.
- D.** Stop work and analyse why you made the mistake. Put in extra hours to rectify the mistake and learn from it. Nobody needs to know about the mistake because you can still finish the project on time.

A	B	C	D

Q40: You are working in a pub serving customers. It is coming up to last orders, and one of the regulars calls you over and accuses you of taking their drink away from them while they went to the toilet. You know this is not the case and the person has been in the bar for a number of hours and appears very drunk. When the man asks you why you have taken his drink, you inform him that he already drank it before he went to the toilet. He denies this and states the following:

Customer: *"I did not drink it. Are you calling me a liar?"*

How do you respond initially?

- A:** "No sir. But I am surprised that you can remember anything with the amount you have had!"
- B:** "Yes, I do believe you are lying. I watched you finish the drink before you went to the toilet"
- C:** "No sir. I am not calling you a liar. I am suggesting you are mistaken. I remember seeing you finish the drink before you went to the toilet."
- D:** "I am not paid to be abused by you. I will get the manager to speak with you regarding this".

A	B	C	D

Q41: You are on duty with a fellow officer, and you come across a group of young people. They don't seem to be doing anything wrong, and aren't causing a nuisance to others in the area. They're all wearing hooded jumpers, but don't necessarily come across as threatening and aren't causing any trouble. Your fellow officer makes a judgement about them, telling them to move on. As they hesitate to move, the officer calls them 'thugs' and threatens to arrest them. How do you react?

A: Intervene in the situation and ask the group to move on to avoid being arrested by your colleague.

B: Pull your colleague to one side and challenge them on their behaviour. Remind them of the standards required of a police officer.

C: Ignore the behaviour and move on. After all they do look menacing and are likely to scare the community.

D: Challenge your colleague's behaviour and remind them of the standards required of a police officer. Report the incident to your superior.

A	B	C	D

Q42: I can be trusted with confidential and personal information

A: Strongly Agree

B: Agree

C: Neither Agree or Disagree

D: Disagree

E: Strongly Disagree

A	B	C	D	E

Q43: Your shift is about to end and you and your partner are heading back to the station in a police car. Your partner is a probationary officer. On the way, you get caught up in traffic. Your partner says, "Let's just turn on the sirens to get through this traffic quickly. We can even pass through the red light too, and get signed out and home as soon as possible." What do you do?

- A: Proceed to activate the police sirens so that you can pass through the traffic quickly, but safely.
- B: Remind your partner that this is an inappropriate use of the police sirens, and that they are reserved for real emergencies.
- C: Refuse to turn on the sirens yourself, but allow your partner to do it. That way, you are not doing anything wrong.
- D: Firmly say no, and then report his behaviour to your superior.

A	B	C	D

Q44: You are attending to an incident in the local park, where a man walking his dog attacked another man, breaking his nose and inflicting multiple cuts and bruises on the man's face. After speaking to a number of witnesses, it is apparent that the injured man attempted to steal the other man's dog. Eye witnesses are calling the dog owner a hero for fighting back.

The dog owner is still very angry and his rage gets the better of him. He lunges towards the injured man and pushes over your colleague. Your colleague manages to get to his feet and you both manage to restrain the man and place him in handcuffs. You escort the man to the squad car and sit him in the back seat. Your colleague is dealing with the injured man. What do you do next?

- A: Place the man under immediate arrest for assaulting a police officer. Call for a further vehicle to come and take the man to the police station for further questioning and to be charged.
- B: Speak to the man, and tell him to calm down. Make him aware that you know what has happened and you don't blame him for attacking the other man. Tell him once the man has been taken away, you will release him with a warning. Advise him that the suspect of dog theft will also be investigated and charged with theft.
- C: Speak to the man and listen to his concerns. Tell him although he was protecting his pet, his actions were unacceptable and he should not have attacked the man, but called the police. You have no choice to arrest him for assault of the man and your colleague. Advise him the other man will also be investigated in regards to the attempted theft, but also asked about the assault.
- D: Start berating the man for his actions. Tell him any further outbursts will end with him being arrested immediately. Tell him that you understand why he is upset and sympathise with him. Tell him you will do your best to get him off any charges.

A	B	C	D

Q45: I am someone that behaves with integrity at all times.

- A: Strongly Agree
- B: Agree
- C: Neither Agree or Disagree
- D: Disagree
- E: Strongly Disagree

A	B	C	D	E

Q46: You are working as police officer currently patrolling the city's main high street. On this day it is unusually quiet, with not many people around. On the other side of the road, you notice a well-known celebrity. Your colleague has noticed this too, and suggests that you both go over to the other side to get her autograph. What do you do?

- A: Sure, why not, there aren't many people around so this shouldn't be a problem.
- B: Tell your colleague that you won't be going anywhere. What they do is up to them.
- C: Refuse to go, and encourage your colleague to do the same. This behaviour should be challenged.
- D: Take pictures of the celebrity from afar using your phone, but don't approach them and encourage your colleague not to do so either.

A	B	C	D

Q47: Sometimes it is ok not to allow others to express their views.

- A: Strongly Agree
- B: Agree
- C: Neither Agree or Disagree
- D: Disagree
- E: Strongly Disagree

A	B	C	D	E

Q48: You have been tasked with ensuring that no members of the public cross the perimeter of an established crime scene. Likewise, the head of station has asked officers to refrain from talking to the local media regarding the crime. As you stand watch, you notice that one of your colleagues is in conversation with a journalist. You overhear them talking about the crime. What do you do?

A: Take your colleague to one side and remind him of what the head of station said.

B: Step in and immediately put a halt to the interview and inform your superior of the incident.

C: Ask the journalist to leave immediately. Tell your colleague that he must not share information with anyone else.

D: Keep listening to the conversation. When you get back to the station contact your supervisor and let them know about the incident.

A	B	C	D

Q49: I always persevere with a task, even when I am not sure how to do it.

A: Strongly Agree

B: Agree

C: Neither Agree or Disagree

D: Disagree

E: Strongly Disagree

A	B	C	D	E

Q50: You work for a small company which sells printer components. A colleague of yours, who was working on a proposal for a potential client, is off work with long-term sickness. Your manager calls a team meeting and asks for a volunteer to pick up the proposal and finish it. Today is Tuesday and the proposal has to be submitted by Friday lunchtime. What do you do?

- A. Wait to see what the rest of the team does. If no one else offers to help, raise your hand to say that you will finish the proposal.
- B. Raise your hand and agree to finish the proposal for your colleague. However, state that you have a number of outstanding tasks that need completing and ask for someone else to take these on for you.
- C. Raise your hand and agree to take on the extra work. Look at your current tasks and re-prioritise any of your outstanding tasks where possible. Agree to work extra hours to ensure the proposal is completed in time.
- D. Do not raise your hand. There are other team members who are equally capable of completing the task, and who are not as busy as you.

A	B	C	D

How to Use These Questions and Answers:

These test questions and answers are intended to guide you in your preparation for your Police officer selection process. These questions have been picked by the How2Become team because we believe that they are the best representative of what you will have to demonstrate during the selection process.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate.

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