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# **POLICE OFFICER CVF ASSESSMENT TEST ANSWERS & EXPLANATIONS**

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## 50 POLICE OFFICER CVF ASSESSMENT TEST ANSWERS AND EXPLANATIONS

**IMPORTANT NOTE!** In the answers and explanations, you will see some values demonstrated in brackets. The brackets denotes behaviours associated with the new values introduced in May 2024.

**Q1: Answer - B.** The most suitable response to this scenario is option B. By speaking to both men which is the fair thing to do ('impartiality') or (respect & empathy 2024 CVF). You also have a duty to investigate the allegations made against Sam ('we take ownership') and to instruct Dave to remove the rubbish from his neighbour's garden."

**Q2: Answer - C.** The best answer for this scenario is C. By approaching the man and offering your assistance you are demonstrating 'public service'. By calling the emergency services you are also 'taking ownership' of the situation. Option A does not fully appreciate the issues. By the time you make it back down the hill the man's condition could deteriorate. B is a poor response as is option D.

**Q3: Answer - C.** The only real solution to this scenario based on the options provided is option C. By listening to the owner's concerns and acknowledging them, you are showing 'emotional awareness' and empathy for the issue faced. When you speak to the homeless man, by advising him of the options available to help him, you are demonstrating a good level of 'public service'. It also demonstrates that you are 'emotionally aware' and understanding of the issues faced by being homeless. A is not a suitable answer - it is a solution, but does not take into account the wishes of the café owner and you have no evidence of the theft actually happening aside from the café owner's word, and therefore should be avoided. B, would be a kind gesture from the café owner, but does not address the concerns of the café owner. D is a possible solution, but is unlikely to prevent this from happening again and shows a lack of empathy and emotional awareness. It is vital to remember, the homeless man is a member of the community also, and any actions taken should be in their best interests also.

**Q4: Answer - D.** The best answer to this scenario is option D. It is important that you listen to the customer to understand the full impact of your colleague's poor customer service. This demonstrates 'emotional awareness'. By making the decision to provide a replacement TV set, this demonstrates you are 'taking ownership' by making this decision and accepting the service provided wasn't adequate. This also shows that you weigh up the pros and cons of your decisions which is part of the 'we analyse critically' competency. The customer has stated that they will leave negative reviews. This could be far more costly than simply replacing the TV. By recommending to your manager that your colleague should receive coaching with his customer service skills, you are demonstrating 'we support and inspire'.

**Q5: Answer - A.** The most appropriate response is A. This demonstrates 'we support and inspire' and the value of 'integrity' (courage 2024 CVF). By telling your colleagues that their behaviour is unacceptable you are inspiring them to change their attitude towards the other colleague's issues. By recognising that your colleague is upset by the comments, and your actions thereafter, shows a good level of 'emotional awareness'. Offering them assistance shows a level of 'taking ownership' as you recognise you can help them to improve. Option B, does offer a level of 'emotional awareness', but does not challenge the behaviour of the two colleagues responsible. C is a poor response and should not be considered. You could use D, but this is something that you should tackle head on without the need for the intervention of your superiors at this stage.

**Q6: Answer - C.** The only acceptable response to this question is C. This displays the competency of 'innovative and open-minded'. It is vital that all organisations, including the police service, can adapt to change to best provide their services. It is also expected that all employees should be an advocate of change to best serve the needs of the community.

**Q7: Answer - C.** The most appropriate response to this scenario is option C. By speaking to them both and understanding their concerns you are demonstrating the value of 'impartiality' (respect & empathy 2024 CVF). You are also showing fairness in your decision to allow the man to use the lift first as the policy only states one household per lift at any one time, and does not include priority for those pregnant or with pushchairs. This also demonstrates 'we take ownership' and 'public service' by escorting the lady to an alternate lift and then to her car to ensure she leaves safely without any further incidents.

**Q8: Answer - B.** The answer to this question is option B. The actions of your colleague are a clear abuse of their power and it shows a complete lack of the value 'integrity' (courage 20024 CVF). Response B clearly challenges your colleague's actions and this demonstrates integrity. It is also vital that you report this incident to your sergeant as soon as possible. Option A only offers a partial solution. This needs to be challenged head-on. C shows a level of empathy for the abuse your colleague suffered, but does not challenge their lack of integrity sufficiently. This needs, acting upon immediately and not waiting for another incident. Option D is a poor response. Although you disagree with your colleague's action, you are not challenging it, which shows a lack of integrity.

**Q9: Answer - A.** Option A is the only appropriate response to this scenario. By listening to the father's concerns, you are showing compassion and empathy, which forms 'emotional awareness'. However, as you have been made aware of the allegations of bullying, it is your duty to inform Adam's father of the allegations made against his son. This shows 'impartiality'. You also 'take ownership' of the situation by taking personal responsibility to get to the bottom of the issue.

**Q10: Answer - C.** The only positive answer to this scenario is answer C. By welcoming her feedback, you have recognised that your standards may have dropped and you 'take ownership' for this, by asking specifically what is missing so you can ensure that it is included moving forward. This also demonstrates the value 'transparency' as you recognise the value of the feedback from your manager. All the other options do not take ownership or demonstrate transparency.

**Q11: Answer - C.** The best answer to this question is C. You need to stop your colleagues discussing the victim and the case in public. Confidentiality forms part of the 'transparency' (public service 2024 CVF) value. You also demonstrate 'taking ownership', by reminding your colleagues of their commitment to confidentiality. Option B, does work but you need to address this immediately. Leaving it until tomorrow risks confidential information being leaked.

**Q12: Answer - A.** Strongly Agree. It is a vital part of police work that you weigh up the pros and cons of any actions you are thinking of taking. This forms part of the 'analyse critically' competency.

**Q13: Answer - C.** From the options available C is the only acceptable option. It is an important element of the competency 'we are innovative and open-minded' that all of us, at times, reflect on our performances to ensure that our work is to the highest standard possible. We must also be an advocate for continuous improvement. By approaching Jayne and Osman you are seeking to learn their techniques for the intent of improving your performance. Option A does not demonstrate the required competency. Option B is unethical and a poor response. Option D is unacceptable as you cannot skip processes, as this is likely to result in poor quality, and possible safety issues.



**Q14: Answer - B.** The most suitable answer to this scenario is B. By offering help and support to get them back on track you are demonstrating the competencies of 'we are collaborative' and 'taking ownership'. Option A is not a good response and makes no effort to establish the reasoning for the poor performance. C, is an equally poor response. This is likely to have a negative impact on your colleague. D is a bit over the top. Doing your colleague's work for them will only mask the problem.

**Q15: Answer - B.** The only suitable option for this scenario is option B. This strongly demonstrates 'taking ownership' and being 'collaborative'. Option A shows some willing, but by the time you have returned from your break, the queue could be out of hand. Action is required now. C is a poor response and need to be avoided. D, does nothing to solve the issue. Informing the sergeant does not solve the problem. You are best placed to solve the issue with option B.

**Q16 Answer – C.** C is the most appropriate response. By explaining to the manager that you recognise that costs need to be considered in projects, but we cannot allow this to affect the end product, especially if safety is an issue is the best cause of action to take. Cutting corners would break set policies and procedures. Option C demonstrates that you 'analyse critically' when considering actions and you make decisions based on this. Option A is a poor response, you are not considering the effect the cut corners would have on the effectiveness of the project. B, is part correct, by dismissing the proposal, but better reasoning should be considered in the response. D is not the correct response, by taking the proposal to the project team, means you are also considering it as an option.

**Q17: Answer - D.** The most suitable response to the scenario is option D. Option A could be used but this does not demonstrate any levels of 'integrity' (courage 2024 CVF) or 'public service'. Option B is not a suitable outcome, your superior has informed you that only emergency vehicles should be allowed through. So, you would be breaking procedure which is unacceptable. C is a poor response and does nothing to resolve the issue.

**Q18: Answer - C.** The most suitable response is option C. This shows a good level of being 'innovative and open-minded'. Option A is not suitable, as to leave your workstation immediately could cause issues with production. B is a poor response. All police officers should share suggestions to improve existing working practices and methods. D could work, but you should share this with your manager first to get authorisation to run the trial.

**Q19: Answer - D.** The best option from the available answers is D. You need to challenge the behaviour but also report this incident to your supervisor immediately. You cannot afford to wait until you return to the station to report this as you risk further incidents. By challenging the behaviour, you are demonstrating 'integrity (courage 2024 CVF) and 'public service'.

**Q20: Answer - A.** The best answer from the available options is answer A. This shows emotional awareness and the value of 'public service'. By helping the teenager recover his items and talking to him about the other teenagers, you are attempting to build trust and analyse if any bullying had taken place. B is not suitable. There is no evidence that any bullying has taken place. This is an assumption. C, does not serve the needs of the upset teenager and does not demonstrate 'public service'. D is a poor response, consider what are you berating them for? You are assuming that the group have done something to the upset teenager. There are no grounds to arrest them for using the park in the future.

**Q21: Answer - C.** From the options available, C is the best answer. This demonstrates the values of 'integrity' (courage 1024 CVF) and 'transparency' (public service 2024 CVF). It is vital that you ensure that all relevant parties are made aware of the error. This also demonstrates 'taking ownership' of your error. Option A is a bad response, regardless of your beliefs of the accused, this needs to be communicated. B, is an afterthought, waiting for the conclusion of the case shows a lack of 'integrity' (courage) and 'transparency'. (public service 2024 CVF). D, relies on the prosecution team demonstrating the correct levels of 'integrity' (courage 2024 CVF) and 'transparency'. (public service 2024 CVF).

**Q22: Answer - C.** C is the most effective response. By dealing with the person, you are attending to their needs before your own tasks. This is a fundamental part of the CVF's competency, 'public service'. A and B are not acceptable as they fall outside the CVF. D, would be acceptable if you were on the phone to another member of the public. As you were not, you should deal with the person and not direct them to a colleague. They came to you and it is your duty to deal with their concerns.

**Q23: Answer - E, Strongly Disagree.** It is vital as a police officer, that you can recognise errors that you make and take responsibility for your own actions. This demonstrates 'integrity', (courage) 'transparency' (public service) and 'taking ownership'.

**Q24: Answer - A, Strongly Agree.** This demonstrates 'we take ownership'. It is vital that police officers recognise not only their strengths, but also areas where they may require development. Police officers are responsible to take steps to improve in these areas.

**Q25: Answer - B.** The appropriate response to this scenario is B. It is vital to understand the things we may not do so well and look at ways to improve. So, in this case, we should always welcome feedback from others. This forms part of the 'we take ownership' competency and the value of 'transparency' (public service). Option A is not a good response. This would only serve to make matters worse and the underlying issue is left unresolved. C, is another poor response as you are doubting the customer and refusing to take on board their comments. D, does nothing to resolve anything. This just papers over the cracks and the issues are likely to be repeated in later projects.

**Q26: Answer - D.** Out of the options available, D is the most favourable. This demonstrates 'emotional awareness' by asking your supervisor for further help to learn the new system as you recognise your knowledge is not good enough and your colleague Vicky, is busy. Option A will not help you and it will more than likely take you a lot longer. You need to recognise your shortcomings and ask for assistance. B is a poor response; you need to learn the system. C could work, but the scenario states that Vicky is very busy. In this case, the best option is D.

**Q27: Answer - A, strongly agree.** Diversity forms a huge part of the role of a police officer. Within your duties, you will come into contact with people from very different backgrounds and cultures, and you must treat everyone with equal respect and offer consistent levels of public service to all.

**Q28: Answer - B.** The most appropriate response to this scenario is answer B. You must demonstrate impartiality (respect and empathy) by giving both individuals the opportunity to express themselves so you can ascertain what has happened and make a decision based on this. You are also demonstrating analytical skills to assist you to make the best decision. Answer A is a snap judgement and should be avoided. You need to be aware of what happened before making such a decision. C, is another poor response. You need to be aware of what has happened first. D, could work to stop Ali from interrupting, but this does not demonstrate any self-control and remaining calm under pressure 'we are emotionally aware'.

**Q29: Answer - B.** The most appropriate response is B. By listening to the customer's concerns, you are showing excellent levels of 'public service', and 'emotional awareness'. These competencies are also demonstrated as you do not react to the customer being angry and remain calm throughout. All of the other options will serve to anger the customer further and do not directly deal with the issue in hand and lack any ownership.

**Q30: Answer - A.** The only suitable response to this question is answer A. Part of the value 'integrity' (courage), demands that you must declare any conflicts of interest. By informing your colleague that the man is your uncle, this demonstrates this. Answer B, seems to suggest that you are trying to hide that the man is your uncle, as do options C and D.

**Q31: Answer - B.** In the customer's eyes none of the options are correct. But the best you can do in this situation is option B. By listening to the customer's concerns, you are demonstrating 'emotional awareness', 'integrity' (courage), and 'transparency' (public service). Option A is a poor decision. This is built on the assumption that someone does not show. This shows a lack of integrity to the other paying customers. The answer does not require your supervisor to make a decision so, C is an ineffective choice. D could act to antagonise the customer by reminding them of their error. This lacks emotional awareness and needs to be avoided.

**Q32: Answer - D.** The best answer is D, you should always help your colleagues when possible. This forms part of the competency 'we are collaborative'. Option A is not a good response. Although the taxi driver may help, you should offer to help your colleague. B is an equally poor response. This shows zero collaboration to assist your colleague. Although C is a viable answer. You should not need to get permission from your supervisor for such a task. This is part of your duties.

**Q33: Answer - B.** The best option available is B. This attempts to demonstrate collaboration/teamwork to get a colleague to relieve you to go on the break. Option A is not an acceptable option you are posted there for a reason and to leave your post unattended is a risk. You could go with C, but there is no guarantee that your colleagues will walk past. D is an unethical and poor action. You cannot ask a member of the public to attend your post while you go to the toilet.

**Q34: Answer - C.** In this situation, the first thing you should do is to tend to the witness's needs. You have established they look nervous and upset, so you should attempt to assist them before asking for a witness statement. This demonstrates that you are showing 'emotional awareness'. Option A, is a poor response as this does nothing to assist the nervous and upset witness. B is an equally poor response and does nothing to help the witness and the statement is likely to be inaccurate. D is unlikely to help. You need to assist with the witnesses needs prior to asking for the statement.

**Q35: Answer - B.** The most appropriate response to this question is Answer B. This response indicates a good level of 'integrity' and being 'emotionally aware' of your colleague's position. Answer A, does not address the issue. C is possible, you could do this, but you need to speak to Suzy first as you may be wrongly assuming the behaviour is inappropriate. D is a poor response and completely jumps the gun.

**Q36: Answer - D.** The best answer for this scenario is D. You are demonstrating the competency of 'we deliver, support and inspire'. Specifically, as you are trying to make Joanne aware of the impact her role has on the police service as a whole. By offering your support to her, you are also showing 'emotional awareness'. Options A and C do not offer support to your colleague. Option B, does not take into account Joanne's feelings and the last statement lacks integrity, and therefore, should be avoided.

**Q37: Answer - E, Strongly Disagree.** As well as solving crime, it is equally vital that the police service understands the issues that lead to people committing crime, and the circumstances that led to the criminal activity. Only then, with this vital data, can they provide a more efficient service, implementing comprehensive preventative measures to lower criminal activities to provide a safer community for all. This forms part of the competency 'we analyse critically'.

**Q38: Answer - E, Strongly Disagree.** The needs of the community must be put above everything including the organisation, which forms part of the value 'public service'.

**Q39: Answer - A, is the correct answer.** You are 'taking ownership' for your error and by communicating to colleagues, you are helping to prevent the issue from happening again in the future. This also demonstrates 'integrity' (courage) and 'transparency' (public service). B is a poor response and highly unethical. C is not correct; you are making excuses for your errors and are showing a lack of ownership. D would work, it does show a slight level of ownership, but is unethical. You should admit the error to your superior also as transparency is key.

**Q40: Answer - C.** This is the most appropriate response. This attempts to de-escalate the issue by saying the customer is mistaken and that you saw him finish the drink before he went to the toilet. This is demonstrating 'emotional awareness' as if you call the customer a liar, this is likely to escalate the issue further. Option A is a poor response and will likely provoke the customer, as will option B. Option D is viable, but this lacks 'taking ownership' by asking your manager to deal with the problem.

**Q41: Answer - D.** It is vital that you challenge your colleague's unprofessional behaviour and also report this to your superior. This demonstrates 'integrity' (courage)) and 'public service'. Option A is a poor response as the group has not done anything wrong, and therefore, you should not be asking them to move on. You should pull your colleague to one side, but you also need to inform your superior. C is also not correct and is nothing more than an assumption.

**Q42: Answer - A, Strongly Agree.** Forming part of the 'transparency' (public service) value, it is vital that police officers are able to maintain the highest levels of confidentiality at all times (at work or home) for any information they are privy to.

**Q43: Answer - B.** From the available options B is the best answer. Your partner's suggestion needs to be challenged as this lack's integrity, and does not provide public service. Answer A and C are unethical and lack integrity. D is a possible response, but you should challenge the behaviour immediately.



**Q44: Answer - C.** The only suitable response to this scenario is option C. This shows levels of 'integrity' (courage) and 'impartiality' (respect and empathy). Although the man was a victim of crime, he is also suspected of assaulting the other man. You have a duty to investigate both crimes equally. Option A would be a possible solution other than the fact that you have not listened to the man's concerns as a suspected victim of crime. B is unethical and lacks integrity and impartiality. The man is suspected of assault, but you also witnessed a further assault attempt, you should not release him with a warning. D is unethical and takes his side. You need to demonstrate impartiality.

**Q45: Answer - A, Strongly Agree.** One of the core values of being a police officer is integrity. Throughout your career, you will be expected, without fail, to demonstrate the highest levels of integrity in everything that you do.

**Q46: Answer - C.** The only suitable answer to this question is answer C. This demonstrates 'integrity' (courage) and 'public service' by refusing to cross the road. Your colleague's behaviour needs to be challenged as it unacceptable. All of the other answers lack integrity, public service, and emotional awareness.

**Q47: Answer - E, Strongly Disagree.** This forms part of the value 'impartiality' (respect and empathy). You should always allow equal opportunity for others to express their views or opinions, even if they do not match yours.

**Q48: Answer - B.** The appropriate response to this scenario is option B. You need to halt the conversation immediately and remind your colleague in regards to his commitment to confidentiality. This forms part of the value 'transparency' (public service). Options A, C and D do not fully address the issue, you need to remind him of his commitment of confidentiality.

**Q49: Answer D, Disagree.** Being a police officer includes being able to recognise when you require help and support. This forms part of the 'emotionally aware' competency.

**Q50: Answer - C.** The most suitable answer to this scenario is C. This demonstrates a number of competencies required of police officers. These include; 'we take ownership', 'we are collaborative' and 'we support and inspire'. Option A does offer a viable solution, but you should be expected to volunteer first. B would not really help, as someone would need to finish your work. D is a very poor response and lacks all of the three competencies which the correct answer demonstrates.

### **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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