



Please note: For those of you who have not purchased a training module, but have purchased **Written Examination Textbook Multiple Choice Practice Test Questions**, your instructions are listed on the final three pages of this document.

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## INSTRUCTIONS FOR USE OF TRAINING MODULE/MATERIALS

After logging into your account, you will see this screen. **Prior to viewing your purchased materials**, please read the “Instructions for Use of Training Module/Materials.”

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### ACCOUNT SUMMARY

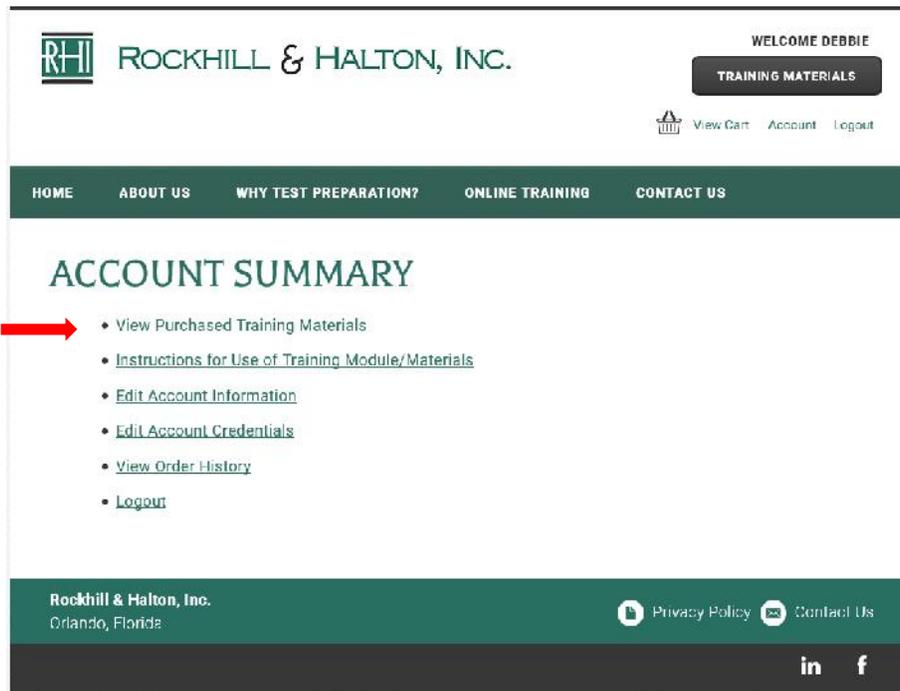
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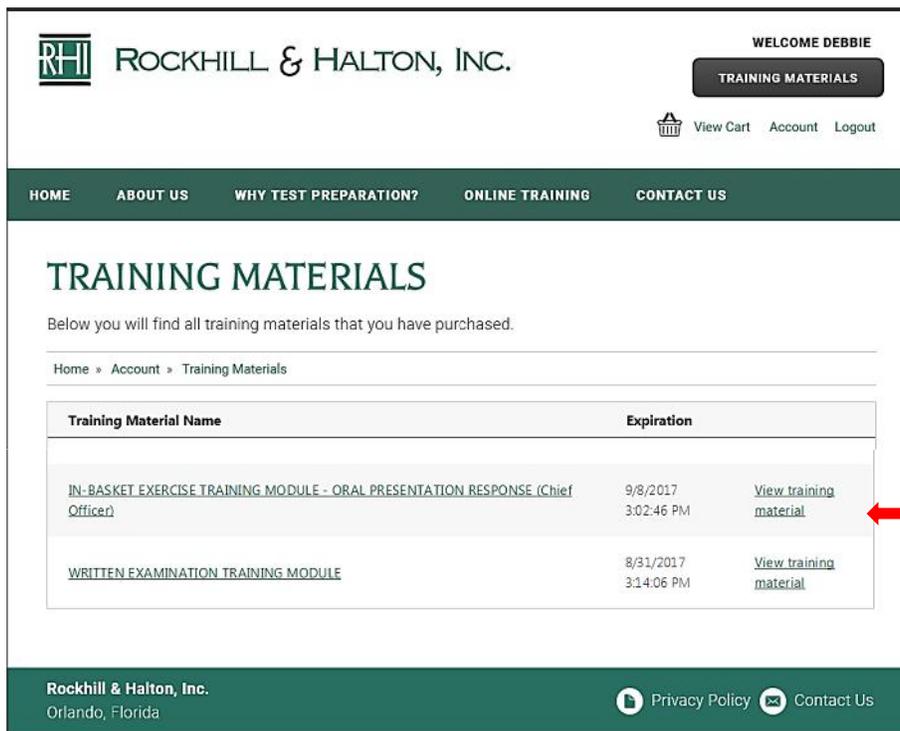
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1. After having read the “Instructions for Use of Training Module/Materials,” go to the “View Purchased Training Materials” section of your account.



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2. You will see the training module(s) you have purchased. Start your access to a training module by clicking on either the training material name or on “View training material.”



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Training Material Name	Expiration	View training material
IN-BASKET EXERCISE TRAINING MODULE - ORAL PRESENTATION RESPONSE (Chief Officer)	9/8/2017 3:02:46 PM	<a href="#">View training material</a>
WRITTEN EXAMINATION TRAINING MODULE	8/31/2017 3:14:06 PM	<a href="#">View training material</a>

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**As soon as you click on either the training material name or on “View training material” – your fourteen day access period begins for that product.** During this access time period, you may view the training module as many times as you like. You may go directly to any portion of the module without having to repeat portions of the module that you don’t want to view/review a second time. At the end of your time allotment, you will no longer be able to access or review the training module.

❖ **Note:** If you have purchased a Package of Modules **specific to your Department**, you will have access to your modules for an extended period of time. In these cases, your usage period **will be as detailed on the product page** and **the fourteen day usage period will not apply to your purchase**. Your access period, as stipulated on the agency-specific product page, will begin the first time that you access/view any training module or material included in the package.

- You may pause a module at any time. If you are not able to view the entire module, you may log back into your account when you’re ready to continue, open the module, and advance the slides to return to the slide you last viewed.
  - **If you have purchased multiple individual modules**, your fourteen day time allotment for each module will not begin until you first access the product. As soon as you click on either the training material name or on “View training material” – your fourteen day access period will begin for that individual module. (Again, as noted above, this does not apply to the purchases of the Package of Modules that are listed as specific to your department/agency.)
3. When you click on either the product name or on “View training material,” you will see everything included with your purchase of that module, including the supporting documents and practice exercises. The training modules are listed under “Document Type” as Presenter Documents. Practice materials and supporting documents are listed under “Document Type” as PDF Documents.
- If you have purchased one of our Structured Oral Interview or any Assessment Center Exercise modules, we have included access to our “Introduction to Assessment Centers, Oral Boards, and Structured Interviews” training module. It covers an overview of the assessment center methodology, what happens behind the scenes of the process, what type of candidate performance is valued by assessors, what the candidate must do to create an overall favorable impression and score well in general terms, and how the candidate may fill the role of the target position for which he/she is competing. This module is a **learning “must,”** and sets the stage for the specific exercise modules to follow. This introductory module should be viewed (and re-viewed as necessary) prior to viewing other modules. If you have purchased one of the Structured Oral Interview or Assessment Center Modules, the “Introduction to Assessment Centers Training Module” will be the first item listed. Please see the illustration on the following page.



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## IN-BASKET EXERCISE TRAINING MODULE - ORAL PRESENTATION RESPONSE (CHIEF OFFICER) DOCUMENTS

Below you will find the documents associated with this training material.

Home > Account > Training Materials > Training Material Detail

Document Name	Document Type
<a href="#">Introduction to Assessment Centers Training Module</a>	Presenter Document
<a href="#">Introduction to Assessment Centers Module Slides Note Pages</a>	PDF Document
<a href="#">Preparation &amp; Practice Planning</a>	PDF Document
<a href="#">In-Basket Exercise - Oral Presentation Response Training Module</a>	Presenter Document

4. Open and print the “Training Module Slides Notes Pages” PDF document for the training module you will be viewing. Each of the slides in the training module appear on this handout, along with blank lines for any note taking you may wish to do as you proceed through the module. All you need to open PDF documents is Adobe Acrobat Reader which is available for free download at Adobe.com. If you cannot view the PDF document, please make sure that you have Adobe Acrobat Reader installed on your device. Note: Please see pages 5 - 6 for our suggestions for viewing / saving / printing PDF documents from an iPad or iPhone.

**Open** a PDF document by clicking on the document’s name. The document will then open in a separate viewer window. The icons you will use for **Printing** or **Saving / Downloading** the document will vary by device and by browser. Some examples are shown below:

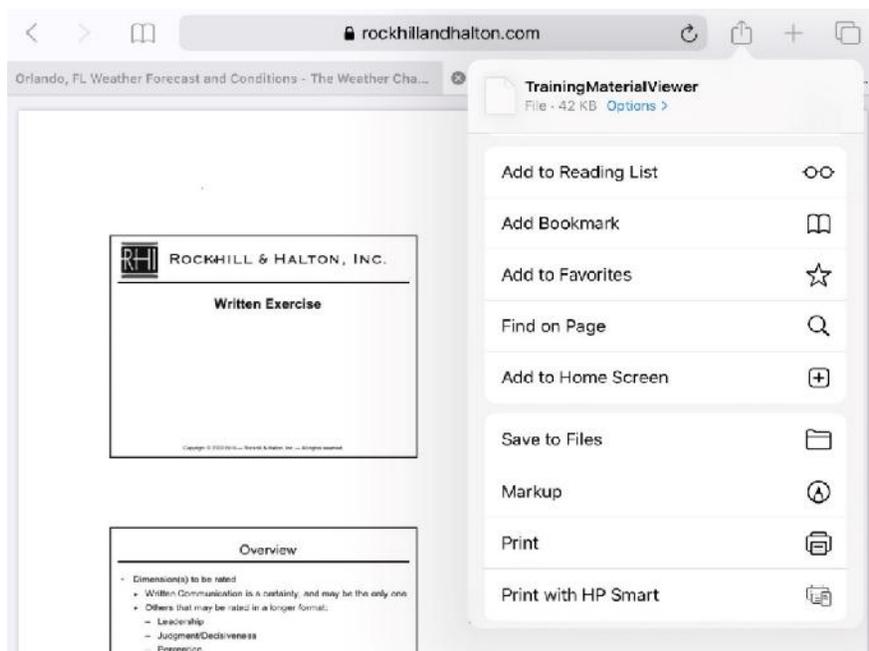


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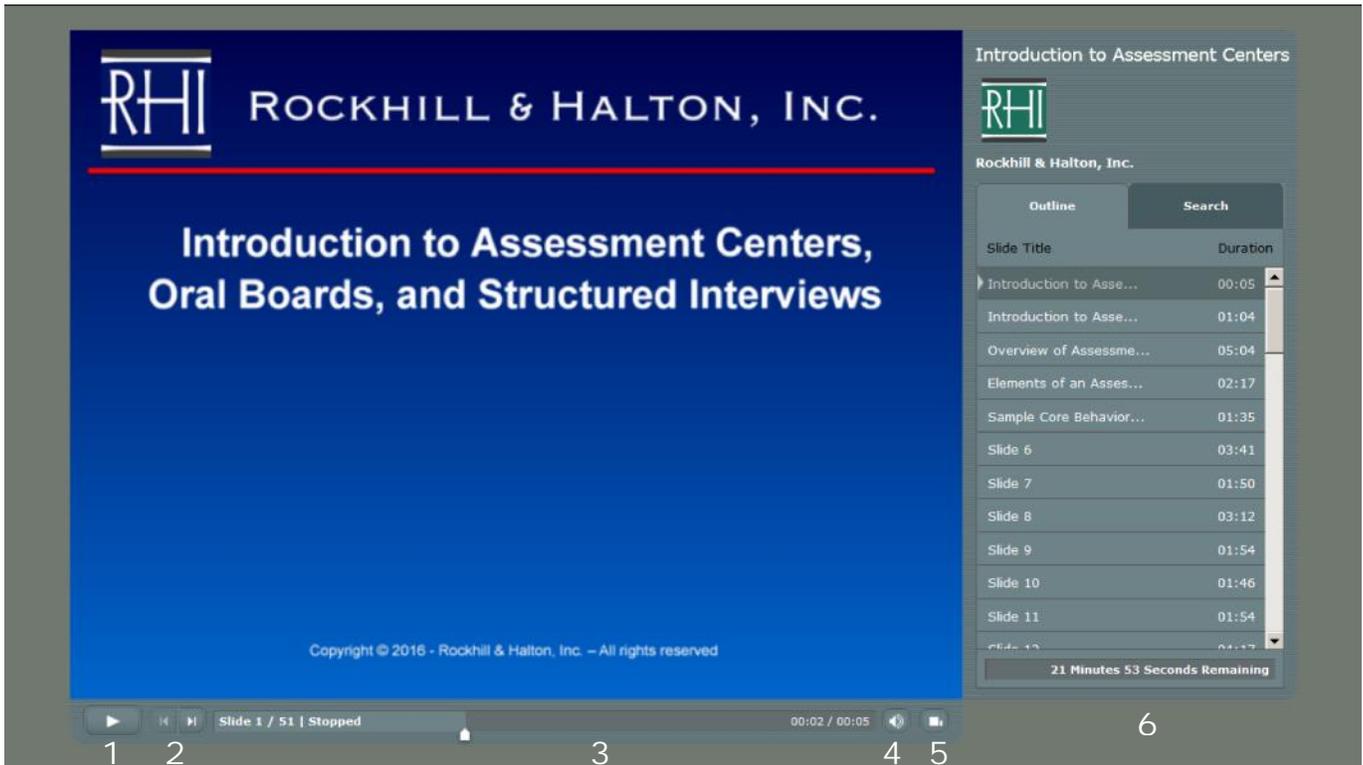
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- Tap the PDF attachment to open it, then tap the **"Share"**  button (the square with an Up arrow). The **Share** button may appear at the top or bottom of your browser window.
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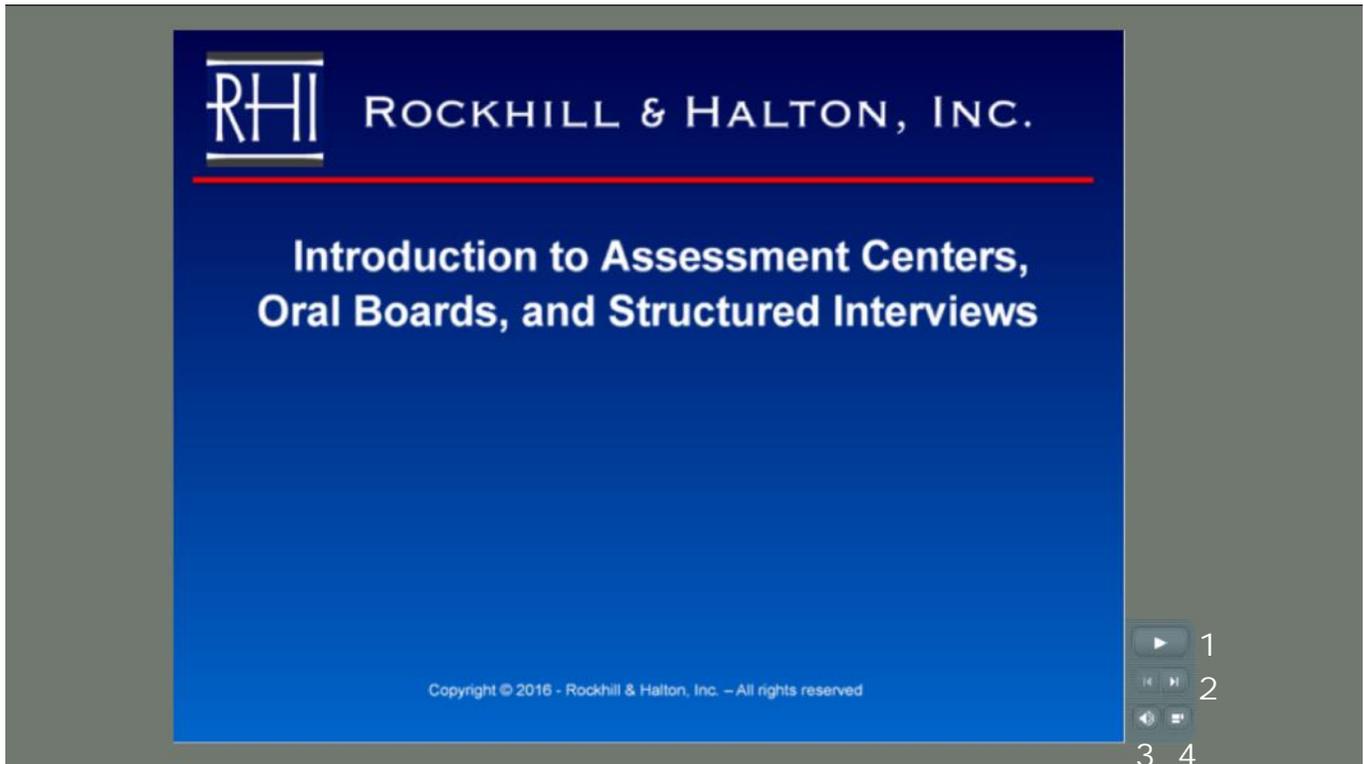
- Other tips for iPad/iPhone users:
  - If you press and hold the link in Safari and select “open in new tab,” it will let you read the full PDF document. It will also give you an option at the top of the page to “open with” where you can select the app you prefer to use to view the PDF document.
  - Try holding down the “Ctrl” button, clicking on the first page of the PDF that you’re viewing in Safari and choosing one of the Continuous options. This will let you view the entire PDF file, rather than just the first page.
  - You may need to empty your cache. Do this by going to Settings> Cache> Clear All Cache Files
- 5. Multiple practice exercises, interview questions, and/or scenarios will be attached to each structured interview and assessment center exercise module so that you can hone your skills once your module has been completed. After completing the module, begin your practice with these attached practice materials.
  - **Make sure to download and print all of the attached materials (PDF documents) prior to the end of your product usage period.** At the end of the product usage time period, you will no longer be able to access (or download) any of the documents through our website. However, once downloaded, you may continue to print the documents **for your personal use** and practice for as long as you retain them on your device.
- 6. Click on the “Presenter document” for the module you wish to begin. Rockhill & Halton, Inc. Training Modules will appear in a large or a small video player. The default view is dependent upon the window size of the device you’re using to view the presentation. The illustrations on the next two pages depict graphics of the player and the controls. Take a moment to look over the various controls and become familiar with them.

## Player view with sidebar visible (large view)



- 1. Play/Pause button** – Plays or pauses the current slide.
- 2. Back/Forward buttons** – This moves you to the next slide or back to the previous slide.
- 3. Slide progress bar** – This displays the current slide number. The white marker arrow underneath the progress bar shows you the slide progress, and can be dragged forward or back to change your location within the current slide.
- 4. Volume** – Click on this to adjust the volume level. **TECHNICAL SUPPORT TIP:** If you have no audio, the recommended solution is to reboot your device and bring the audio on line.
- 5. Show/Hide sidebar** – This switches between the large or small player views. The sidebar is only visible in the large player view.
- 6. Sidebar** – You may manually select the slide you wish to view. If you are returning to a training module after a break, you may return to the slide you last viewed by clicking on that slide in the Slide Outline.

## Player view with sidebar not visible (small view)

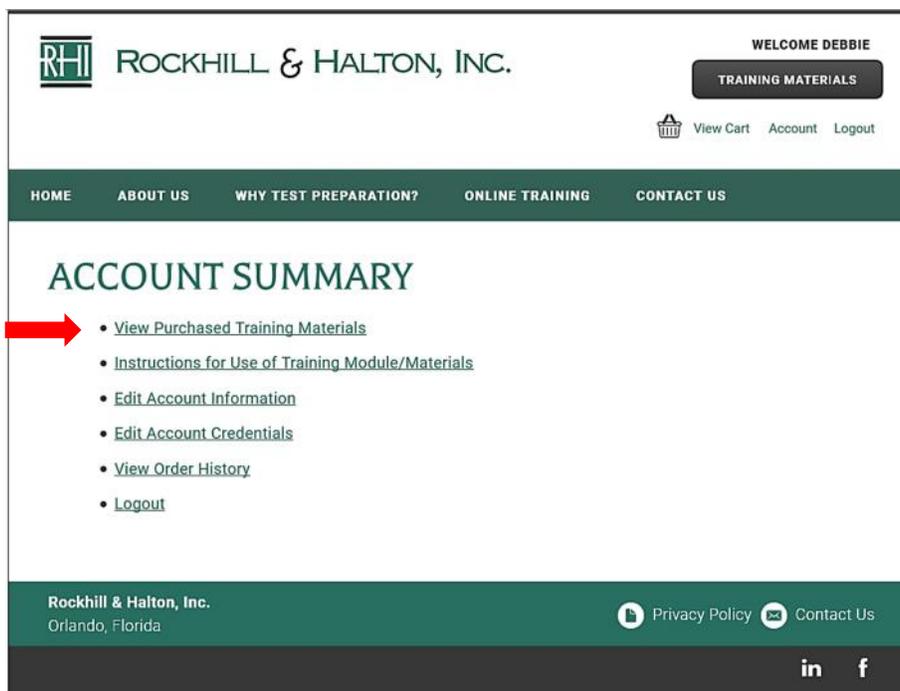


1. **Play/Pause button** – Plays or pauses the current slide.
2. **Back/Forward buttons** – This moves you to the next slide or back to the previous slide.
3. **Volume** – Click on this to adjust the volume level. **TECHNICAL SUPPORT TIP:** If you have no audio, the recommended solution is to reboot your device and bring the audio on line.
4. **Show/Hide sidebar** – This switches between the large or small player views. The sidebar is only visible in the large player view.

# INSTRUCTIONS FOR USE OF WRITTEN EXAMINATION TEXTBOOK MULTIPLE CHOICE PRACTICE TEST QUESTIONS

For those of you who have purchased **Written Examination Textbook Multiple Choice Practice Test Questions**, you have **3 days** to download the practice examination, which is in a PDF format. Your three day time period begins the first time that you access the individual practice examination(s).

1. After logging into your account, you will see this screen. Click on “View Purchased Training Materials” section of your account. You will see the examination(s) you have purchased.



2. **Open** the practice examination by clicking on its name. The document will then open in a separate viewer window. All you need to open PDF documents is Adobe Acrobat Reader which is available for free download at Adobe.com. If you cannot view the PDF document, please make sure that you have Adobe Acrobat Reader installed on your device. Note: Please also see pages 10 - 11 for our suggestions for viewing / saving / printing PDF documents with your iPad or iPhone.

- The icons you will use for **Printing** or **Saving / Downloading** the document will vary by device and by browser. Some examples are shown on the following page:



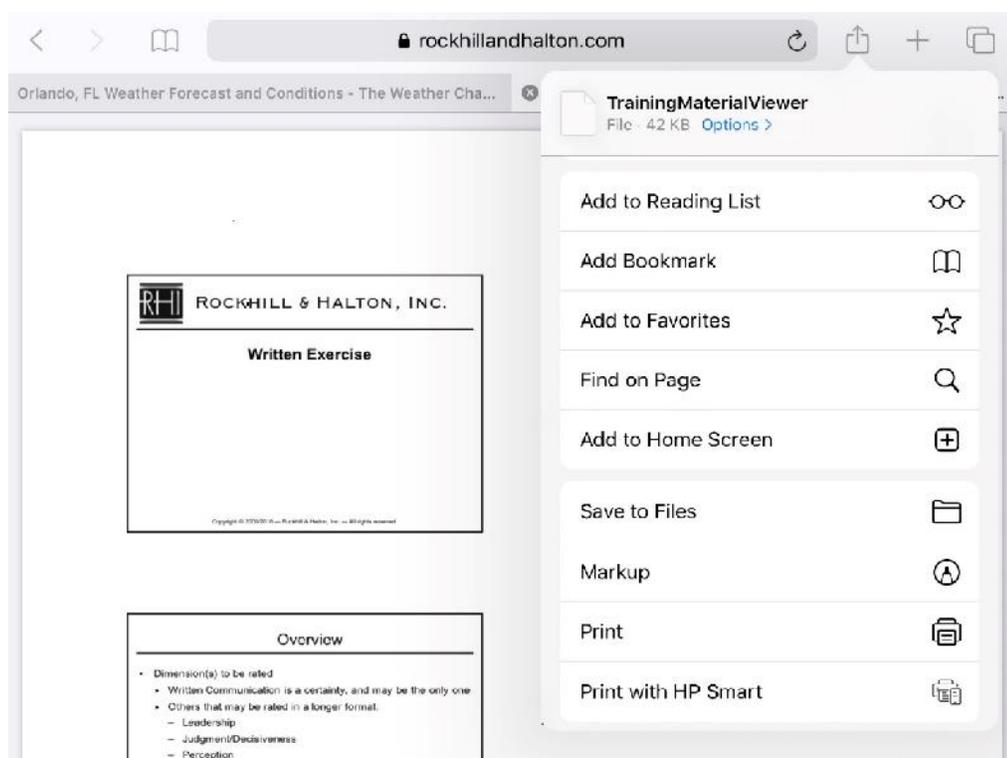
3. **Make sure to download and print the practice examination prior to the end of your three day usage period.** At the end of the three day time period, you will no longer be able to access (or download) the examination through our website. However, once downloaded, you may continue to print the document for your personal use and practice for as long as you retain the document on your device.

4. Suggestions for iPad or iPhone users:

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- Tap the PDF attachment to open it, then tap the "**Share**"  button (the square with an Up arrow). The **Share** button may appear at the top or bottom of your browser window.
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- Other tips for iPad/iPhone users:
  - If you press and hold the link in Safari and select “open in new tab,” it will let you read the full PDF document. It will also give you an option at the top of the page to “open with” where you can select the app you prefer to use to view the PDF document.
  - Try holding down the “Ctrl” button, clicking on the first page of the PDF that you’re viewing in Safari and choosing one of the Continuous options. This will let you view the entire PDF file, rather than just the first page.
  - You may need to empty your cache. Do this by going to Settings> Cache> Clear All Cache Files