

Initial Selection Test - Practice Questions

Situational Judgement Test Practice Questions:

Have a go at the practice questions below.

You receive a call from the Customer Help Desk informing you that a number of staff have called in sick today. They ask if you would be able to spend at least half a day on the Customer Help Desk, however you are scheduled to spend the day in the office and have a number of meetings which you are expected to attend.

What is the most and least effective response in this situation?

- a) Ask the Customer Help Desk to contact your manager so they can decide how you should prioritise your day
- b) Ask the Customer Help Desk to give you half an hour to speak to the relevant people from your team and re-plan your day and promise to call them back with a response
- c) Suggest they call round a number of other people who might be less busy; if they cannot find anyone then agree you will help
- d) Agree to spend half a day on the service desk and simply take your paperwork with you
- e) Decline as you have to put your own priorities first

Answers to practice question 1:

- Option B is the most effective from the options provided. This is the most effective response from the options provided because it responds directly to the issue; making the relevant checks first and then getting back in touch with the Customer Help Desk
- Option E is the least effective from the options provided. This is the least effective response from the options provided because it is not a helpful response that would support the Customer Help Desk

Your manager has been emphasising to all of the team the need to get paperwork completed on time, and the need for the whole team to meet its targets. You have worked really hard to finish two customer satisfaction reports this week. One of your colleagues has been less diligent however, and now they have to finish a long report in just a couple of hours. To miss the report deadline will reflect badly on the whole team.

What is the most and least effective response in this situation?

- a) Ask your colleague what needs to be done and offer to help – this is about the team, not an individual
- b) To stop this happening again, tell your colleague it is their fault and they need to fix it, otherwise they will have let down the whole team
- c) Go to your manager immediately and explain the situation

- d) Offer to help your colleague, but remind them of the importance of meeting deadlines and everyone pulling their weight
- e) Speak with your colleagues about the situation and seek agreement on the best course of action

Answers to practice question 2:

- Option D is the most effective from the options provided because it tackles the immediate problem and addresses the longer term issue regarding the importance of meeting deadlines
- Option B is the least effective from the options provided because it does not help remedy the problem at hand

Verbal Reasoning Assessment Practice Questions:

Have a go at the practice question below.

In 1929, the United States' financial market crashed after a period of frantic buying. Share prices fell sharply, ruining many investors. Banks and businesses shut down. The Wall Street Crash (named after New York's financial district) affected money markets around the world. World trade plunged. The Great Depression had begun. The Great Depression cast a shadow across the 1930s. Jobless people lined up for food and clothing handouts. Some lost their homes and wandered the streets, begging or looking for work. Droughts and dust storms brought more misery to farming communities in the United States.

Are the statements below 'true', 'false' or 'cannot tell' based on the above information?

1. The collapse of the United States' financial market only affected trade in the United States
2. The Wall Street Crash caused banks and businesses to close down
3. Droughts and dust storms caused people to lose their homes

Correct answers:

1. The correct answer is **False**. The passage states that the Wall Street Crash affected money markets around the world
2. The correct answer is **True**. The passage states that following the crash of the United States' financial market, banks and businesses closed down
3. The correct answer is **Can't Tell** if statement 3 is true or false. We only know that droughts and dust storms brought more misery to farming communities. We do not know if they caused them to lose their homes

A 20-year study of lakes on an Antarctic island has revealed dramatic changes caused by a one degree Celsius rise in temperature. The study provides more evidence of extreme

changes in the Antarctic region, which has warmed up faster than almost anywhere else on Earth – an increase of 2.5 degrees Celsius in the last 50 years. The researchers say that estimates from photographs indicate that permanent ice cover on the island has reduced by 49% since 1950. In addition over 20 years, the lake temperatures have increased by almost three times the increase in local air temperature over the same period.

Are the statements below 'true', 'false' or 'cannot tell' based on the above information?

4. The Antarctic region has warmed up faster than anywhere else on Earth
5. Lake temperatures in the Antarctic are higher than the local air temperature
6. In 1950, the permanent ice cover was almost twice the size it is today

Correct answers:

4. The correct answer to 4 is **False**. The passage states that the Antarctic region has warmed up faster than almost anywhere on earth
5. The correct answer to 5 is **Can't Tell**. We only know that lake temperatures have increased more than air temperatures. We do not know what those temperatures are
6. The correct answer to 6 is **True**. We know that permanent ice cover on the island has reduced by 49% since 1950, therefore in 1950 it was almost twice the size it is today