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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Day Care Licensing Representative I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. INTERPERSONAL SKILLS (12 Questions)**

Employees in this job come in contact with owners, directors and boards of day care facilities, child care interest groups and license applicants. In order to maintain cooperative relationships with these clientele, it is necessary that applicants be tested for their knowledge of interpersonal relations. This exam section presents questions to test our interpersonal skills as applied in employment settings. Test question topics include:

- How to handle individuals who are upset or hostile;
- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- How to effectively respond to questions posed by the public.

**II. WRITTEN COMMUNICATION SKILLS (12 Questions)**

Employees in this job are involved in collecting various data from day care license applicants and organizing the data into clear and concise reports. This section of the exam tests your ability to develop accurate reports and to use written communication skills to convey pertinent information. Test question topics include:

- Use of proper business English (e.g., sentence structure; grammar; syntax; etc.);
- Use of appropriate punctuation in business correspondence (e.g., periods; commas; semi-colons; colons; hyphens; etc.);
- Identifying correctly and incorrectly spelled words;
- Report preparation techniques: outlining major topics; theme development; arrangement of report components; effective use of paragraphs, etc.

**III. READING COMPREHENSION SKILLS (16 Questions)**

A critical component of the Day Care License Representative job involves reading, comprehending and interpreting information from investigations and interviews regarding the licensing of day care facilities. This skill is used to develop logical, fact-based determinations. This exam section assesses your ability to read and comprehend complex written material by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

#### **IV. DAY CARE PRACTICES**

**(16 Questions)**

Employees in this job are expected to have a practical knowledge of educational methods and program planning for day care facilities. This section of the examination is designed to test your knowledge of child behavior, activities, materials and equipment as they apply to methods and programming for day care facilities. Test question topics include:

- How to create an appropriate emotional climate for children;
- Outdoor play equipment, e.g.; safety, challenges;
- Appropriate techniques for teaching children about social relationships;
- Toilet training methods;
- Appropriate expectations regarding children's attention spans;
- Appropriate response when children show curiosity about their anatomical differences;
- Helping a child establish and maintain normal eating habits.

#### **V. KNOWLEDGE OF CHILD DEVELOPMENT**

**(16 Questions)**

Child development theory is essential to develop and evaluate day care facility practices. This section of the exam tests your knowledge of several child development theories which have application in day care licensing. Test question topics include:

- Characteristics of a daily schedule in an effectively operated day care facility;
- Appropriate types of play for different ages;
- Effective discipline for 3 and 4 year olds;
- Parallel play;
- Understanding the concept of negativism;
- Passive language with respect to child development;
- Appropriate types of play with respect to child development.