



**Norwood Police Department**  
**Police Officer Entrance Examination**  
**Notice**

**Exam date:**

**Saturday, April 15, 2017**  
**9:00 AM**

**Location:**

**Norwood High School**  
**245 Nichols Street**  
**Norwood, MA**

**Check-in Time:**

**08:00 AM**

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# Norwood Police Department

## Police Officer Entrance Examination



### EXAMINATION DETAILS

**Examination Date:** Saturday, April 15, 2017 at 9:00 AM. Check in starts at 8:00 AM.

**Examination Location:** **Norwood High School, 245 Nichols Street, Norwood, MA**

**Registration Deadline:** Thursday, April 6, 2017 at 9:00 AM.

### Public Safety Consultants, LLC

P.O. Box 1153

Pocasset, MA 02559

Contact: [information@publicsafetyllc.com](mailto:information@publicsafetyllc.com)

### EQUAL OPPORTUNITY EMPLOYER – AFFIRMATIVE ACTION

MGL 149 Sec 19 B “It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.”

## REGISTRATION GUIDELINES

1. To register, log onto <http://publicsafetyllc.com> Click on the “Register” button at the top and then choose the town you are registering for.
2. The cost of this examination is eighty dollars. (\$80.00 dollars).
3. Payment must be received in full at the time of registration. (Credit card payment only)  
No refund for cancellation after 4:00 PM on Thursday, April 6, 2017. Cancellation before 4:00 PM on Thursday, April 6, 2017 will receive 50% refund.
4. **By registering for this examination, you acknowledge that you are eligible for and agree to all terms and conditions of the registration and examination.**
5. Download this Norwood Police Examination Information Package *Click on PDF Link on Web Site Registration Page* <http://publicsafetyllc.com>
6. **Special Accommodations:** If you require special accommodations for this examination, you must contact the Examination Administrator in advance.

## ADMISSION TO EXAMINATION

**One day prior to the examination, you will be emailed the following documents:**

1. **An examination "Admission Notice"**
2. **An Applicant Questionnaire**

**You are required to print and bring these completed documents with you to the examination.**

## **EXAMINATION CHECK-IN PROCEDURE**

### **Material that you MUST bring with you on the day of the examination:**

- “Admission Notice”
  - Legal photo ID
  - A pen and/or #2 pencil. (no mechanical pencils or gel pens)
1. Candidates should arrive by 8:30 AM
  2. Examination monitors will verify the following:
    - a. Applicants name, address, and email address for test score notification
    - b. Valid government picture identification must be shown at check in
    - c. You will then be assigned to a testing room
    - d. The examination will begin exactly at 9:00 AM and last approximately two hours.
  3. No food or drinks are allowed in the examination room.
  4. Absolutely NO electronic device is allowed in the examination room. You must leave all electronics - including cell phones - at home or in your automobile.

## **TEST SCORES**

Test results will be sent to each candidate and the Town of Norwood within 21 days of the examination via email. Applicants must obtain an overall minimum passing score of 70 %.

All candidates receiving a total score above 70% will receive an email containing information from the Town of Norwood on how to proceed with the application process.



## QUALIFICATIONS

- Ability to obtain a valid Massachusetts firearms license
- At least 21 years old on day of appointment
- Possess an associate's degree or equivalent credits when enrolled in a bachelor's program or be an active member of the military or honorably discharged.
- Must pass entrance examination
- Must pass oral interviews
- Must pass a thorough background investigation prior to employment.
  - No person, who has been convicted of a felony or any offense punishable under M.G.L. Chapter 94C (drug law violations); or has been convicted of a misdemeanor and has been confined to any jail or house of correction as punishment for said crime, M.G.L. Chapter 22 C section 14, will be considered for employment.
- Must pass physical fitness test
- Must pass medical examination
- Must pass psychological examination
- Must be a United States citizen upon appointment to the Police Academy
- Must have a valid driver's license
- Must reside within 15 miles of Norwood, Massachusetts within one year of appointment.
- In accordance with M.G.L. Chapter 22 C section 10, no officer or student officer appointed or hired after January 1, 1988 shall smoke any tobacco product.
- The Norwood Police Department has a general order that prohibits an officer from having a tattoo that would be visible when wearing the Department summer duty uniform (short sleeve shirt).

## EXAMINATION HINTS

- Arrive early, as you must check in and provide positive identification prior to being admitted to the examination. You may be assigned to a specific seat and test number.
- The test administrator will provide you with complete and detailed instructions for taking each section. Do not read ahead because you may miss something very important.
- Just before the signal to begin each section is given, make a mental note of what time it will be when the time limit for the section is up. This will allow you to pace yourself while working through the test.
- Attempt to answer every question in the test. There is no penalty for guessing since your score is based on the total number of correct answers. This means you should respond to every question, even when you are not certain of the correct answer.
- Avoid junk food and concentrate on a well-balanced diet for several days before the test.
- Avoid stimulants such as coffee, especially on the day of the test.
- Get a good night's sleep before the test.
- Do not drink a lot of liquids or eat a big meal before the test.
- Only the answer sheet will be scored, all answers **MUST be on the answer sheet**. Marks in the test booklet will not be counted.
- If you change an answer, put an **X** through the wrong answer. You are marking multiple copies and an erased mark will be scored as **“incorrect”**.

**Good Luck!**

## SEVERE WEATHER CANCELLATION POLICY

It is anticipated that this examination will be administered on Saturday, April 15, 2017 even if poor weather is predicted.

However, in the event of severe weather predictions, a decision to postpone the examination will be made Friday, April 14, 2017 at 7:00 PM and posted on our web site at [www.publicsafetyllc.com](http://www.publicsafetyllc.com)

***If the exam is postponed, it will be administered the following day, Sunday, April 16, 2017, at the same location.***

It is the applicant's responsibility to log onto the web site Friday April 14, 2015 at 7:00 PM, at <http://publicsafetyllc.com> to determine if there has been a cancellation.

There are NO refunds if an applicant fails to show for the examination.





## **NORWOOD POLICE OFFICER**

### **Position Purpose:**

The purpose of this position is to perform law enforcement duties, protecting life, property and civil rights of individuals and to prevent and suppress crime. Interacts with citizens to provide service and render assistance, prepares and completes records, reports and other paperwork documenting incidents for use in prosecution. Responds to calls in response to reported violations, accidents, domestic disputes and abuses and other incidents; performs all other related work as required. The Police Officer is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

### **Supervision:**

*Supervision Scope:* Performs functions primarily based on clearly prescribed standard practice but frequently required to make decisions, which involve choice of action within limits defined, by standard practice and instructions.

*Supervision Received:* Works under the general direction of the Supervisor in charge and in accordance with applicable Massachusetts State Laws, town policies and bylaws, and relevant state, federal, and local regulations and standards, referring all unusual cases to supervisor.

*Supervision Given:* May assist and train new Police Officers during the training period.

### **Job Environment:**

Majority of work is performed outdoors, with frequent expose to varying weather conditions and situations endangering personal safety. Wears appropriate uniform and equipment. May work various shifts including evenings and weekends.

Operates police cruiser, computer, telephones and other standard office equipment, and all police equipment including firearms. May operate a motorcycle. May ride a mountain bike.

Makes frequent contacts with the general public, other law enforcement and rescue organizations, dispatchers, fire department, other town departments and town officials, members of the court system, hospital staff, business owners, department of social services and civic groups. Contacts usually involve an information exchange dialogue, but frequently require considerable persuasiveness and resourcefulness to influence the behavior of others.

Has access to department-related confidential information, such as highly sensitive personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could cause confusion and delay, could be costly to correct or could jeopardize personal safety, the safety of fellow officers and the general public.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Exercises authority consistent with the obligations imposed by the oath of office and according to the established rules and procedures. Enforces all state and local laws and bylaws within the police area of responsibility.

Assists all persons needing police assistance.

Detects and prevents crime through patrol either in a cruiser or on foot. Patrols assigned area for general purposes of crime prevention, law enforcement, protecting life and property and preserving the peace. Identifies criminal offenders and criminal activity and, where appropriate, apprehend offenders and participate in subsequent court proceedings.

Answers calls and complaints involving drunkenness, domestic disputes, robberies and other misdemeanors and felonies.

Performs public assembly checks. Performs building security checks. Observes and interrogates suspicious persons. Reports fires. Checks schools, parks, and playgrounds.

Conducts traffic management and control activities.

NORWOOD POLICE DEPARTMENT 1 (January 22, 2015)

**PERSONNEL SELECTION – POLICE OFFICERS  
POLICY & PROCEDURE NO. 4.23**

**ISSUE DATE: 01/23/15**

**EFFECTIVE DATE: 02/01/15**

**MASSACHUSETTS POLICE ACCREDITATION STANDARDS  
REFERENCED: 31.3.3, 31.3.4, 32.1.1, 32.1.2, 32.1.3, 32.1.4, 32.1.5,  
32.1.6, 32.1.7, 32.2.1, 32.2.2, 32.2.7, 32.2.8, 32.2.9**

**REVISION DATE: NA**

**BACKGROUND:**

In 1905, Norwood’s Town Meeting placed the Norwood Police Department under the civil service system of the Commonwealth of Massachusetts. For over 100 years, all police officers hired by the Town of Norwood were taken from certified lists provided by civil service. In the fall of 2014, Town Meeting removed the Police Department from civil service. Effective February 1, 2015 the recruitment, testing, and selection of suitable candidates for appointment as police officers is the responsibility of the Chief of Police. The General Manager of the Town of Norwood is the appointing authority for new police officers and makes appointments of candidates presented to him by the Chief of Police.

The civil service system was originally designed to protect the police hiring system from manipulation and undue influence while taking into account such factors as residential and veterans preferences. Without such a system in place, and in the interests of attracting and selecting only the best candidates as police officers, it becomes imperative that public officials and members of the Department strictly adhere to a set of standard protocols. The Department will continue to honor such historical preferences as residency and service in the military.

**APPLICABILITY:**

This policy applies to all members of the Norwood Police Department who are police officers as defined in Massachusetts General Law Chapter 41 § 98.

This policy is intended to be consistent with any and all applicable laws. If any part of this policy is inconsistent with the law, that part of the policy shall be considered invalid, POLICY 4.23 and the remaining provisions of the policy shall be construed so as to be consistent with the law.

**POLICY:**

The primary goal of the Norwood Police Department is to select only the finest candidates so as to further the Department’s standards of excellence. The Department will strive to attract candidates from diverse backgrounds and cultures, and will give priority to residency in the Town of Norwood, military service, education, character, and public service in the selection of new officers.

No candidate shall be recommended by the Chief of Police for appointment, or appointed by the General Manager, unless the candidate has been processed according to this policy.

No candidate will be denied employment based upon any discriminatory criteria, including, but not limited to, their sex or sexual orientation, race, religion, nationality or union membership.

**PROCEDURES:**

The Norwood Police Department will select new police officers according to the procedures set out below. All members of the Department assigned to the recruitment, testing, investigation, and selection of new police officers shall commit themselves to hiring only the finest candidates, and to furthering the Department's standards of excellence. Town employees who are relatives of any candidate will not participate.

The Chief of Police is responsible for the selection of police officer candidates for recommendation to the General Manager and will designate a police officer of command rank to serve as the Selection Coordinator, who will be responsible for overseeing the entire selection process.

The elements of the selection process are listed below and it will be the responsibility of the Selection Coordinator to ensure that they are administered, scored, evaluated, and interpreted in a uniform manner. [32.1.1, 32.1.2, 32.1.3]

1. The Norwood Police Department will conduct a recruiting campaign prior to administering an entrance examination. Information about the exam, including its date, time, and location, along with information about how one would go about applying to take it, will be disseminated to the community via the media, social media and the News File maintained by the Massachusetts Department of Criminal Justice Information Services. The position description maintained by the Town of Norwood Human Resources Department is the official description of the duties and responsibilities of the position.

2. The Department will select a vendor to administer the entrance examination to qualified candidates. An exam will be held every two years. In order to take the examination, the candidates must meet the following minimum criteria:

- a. Not be a convicted felon;
- b. Be at least 21 years of age at the time of examination;
- c. Possess an associate's degree or equivalent credits when enrolled in a bachelor's program.
- d. Have a Massachusetts driver's license;
- e. Have the ability to obtain a Massachusetts License to Carry a Firearm;

3. The passing grade of the examination will be 70.

4. Candidates who pass the examination, or who fall in one of the excepted categories in h. below, will be considered for further processing based on the criteria below (not necessarily in any order of importance):

- a. Residency within the Town of Norwood
- b. Military Service
- c. Education
- d. Prior law enforcement experience
- e. Prior public service

- f. Second language proficiency
- g. Paramedic or EMT certification
- h. The following are excepted categories in which the applicant is not required to take the entrance examination:
  - 1. A full-time law enforcement officer from any U.S. law enforcement agency with a minimum of two years full time experience in his/her agency may apply to join the Department as a lateral transfer.
  - 2. A former Norwood police officer, who separated from the Department in good standing, may apply to rejoin the Department as a reinstatement.
- 5. The top tier of desirable candidates shall be checked for Massachusetts and interstate criminal history, and a driver's history. If the checks do not reveal any issues a minimum of fifteen candidates will move to the second step in the process and participate in a preliminary interview.
- 6. Preliminary interviews will be conducted to determine which candidates will move forward in the interview process. A preliminary interview panel consisting of the Chief, Selection Coordinator, a superior officer, a patrolman mutually agreed upon between the Chief and the Patrolman's Union, and any other persons as the Chief sees fit will conduct preliminary interviews.
- 7. When a candidate indicates he is willing to accept the position, he will be informed of the remaining elements of the selection process and the expected duration. **[32.1.4]**.
- 8. Candidates selected for further consideration must submit a completed background investigation packet, sign an Authorization for Release of Information Form, and produce any required documentation (e.g. Massachusetts driver's license, high school diploma, military record, etc.).
- 9. Omissions or deficiencies in the submission of information may be used to disqualify a candidate. However, minor omissions or deficiencies on the form may be corrected prior to the interview process so long as there is not a finding that there was an intent to withhold information. **[31.3.4]**
- 10. Candidates failing to complete the application or produce the required documentation within the required time frame will be disqualified from the selection process.
- 11. No applicant will continue to the next step in the process until he/she has successfully completed the previous step.
- 12. An applicant who fails to pass at any step will be notified in writing as soon as possible. **[31.3.3, 32.1.5]**
- 13. All candidates will be required to submit to a drug and alcohol screen during the application process.

14. A thorough investigation of each candidate will be conducted. The investigation will include, at a minimum, the verification of a candidate's qualifying credentials, a criminal history records check, Registry of Motor Vehicles checks, an employment history check, verification of at least five (5) personal references of the candidate, and interviews with previous employers, coworkers, and current and past neighbors. *[32.2.1a-c]*

15. The Chief of Police will select police officers to participate in the screening process as background investigators. These officers will be responsible for conducting background investigations and submitting written reports on all applicants. Once selected, the officers will receive training on the duties and responsibilities of a background investigator. *[32.2.2]*

16. Oral interviews will be conducted with the selected candidates who successfully pass the background investigation. The interview panel will consist of the General Manager, the Chief of Police, the Selection Coordinator, two command level police officers selected by the Chief of Police, and the Town of Norwood's Human Resources Director.

17. The same general questions will be asked of each candidate and their responses will be rated and recorded on a standardized form. *[32.1.3]*

18. Candidates may also be asked specific questions based on the information that was obtained during the background investigation or the oral interview.

19. A conditional offer of employment may be offered by the General Manager if the candidate successfully passes the employment screening and interview process.

20. All candidates who accept a conditional offer of employment will undergo a psychological evaluation. The evaluation will be conducted in three (3) phases: a written test/evaluation; a small group and/or role play situation; and a clinical evaluation. *[32.2.8]*

21. A licensed psychologist or psychiatrist will conduct the psychological screening and the psychologist/psychiatrist will maintain any and all records or materials utilized or generated during the process for the Norwood Police Department. A summary recommendation will be prepared for the Department This report will be kept separate from the candidates personnel file. *[32.2.9]*

22. A physical examination will be conducted by a licensed physician. Medical records will be maintained and secured in a file separate from the the personnel file. *[32.2.7, 32.2.9]*

23. Prior to being accepted to a basic recruit academy, candidates must successfully complete the Physical Abilities Test (PAT) administered by the Massachusetts Human Resources Division. The PAT consists of events that require candidates to perform simulations of activities that are part of a police officer's job.

24. The probationary period for a student police officers is one (1) year following successful completion of a Municipal Police Training Committee certified Academy.

25. The Selection Coordinator will be responsible for the maintenance and security of the records and selection materials of all applicants. Access to all selection records will be limited to the Chief of Police, Executive Officer, the Selection Coordinator and the officers assigned as background investigators, and to the Town’s Human Resources Department if needed. Records pertaining to applicants hired will be retained indefinitely. Records of unsuccessful candidates will be retained (in a secured area) as long as required by state law and regulations, and until all rights of appeal have been exhausted, but not less than 10 years. Records will be shredded when destroyed. *[32.1.6, 32.1.7, 32.2.3]*

27. The Selection Coordinator will ensure that the Department’s selection process for sworn entry-level positions complies with all current and applicable laws, rules, and regulations. To accomplish this the Selection Coordinator will:

- a. Keep abreast of all changes in Massachusetts General Law, and the policies, rules, and procedures of the Department.
- b. Evaluate and review with the Chief of Police, all elements of the selection process administered by the Department for adverse impact;
- c. Offer recommendations for change or improvement to the Chief of Police; and
- d. Revise and update this policy as needed. Assistance is available from the Town of Norwood Human Resources Department and/or the Personnel Board.

**POLICY 4.23 SELECTION OF PERSONNEL  
NORWOOD POLICE DEPARTMENT 6 (January 22, 2015)**