CritiCall®

Addresses California P.O.S.T.'s Standards For Dispatcher Selection!

➔ **Can I use CritiCall instead of the California P.O.S.T. Entry-Level Dispatcher Selection Test Battery?**

Yes! POST regulations state that "public safety dispatcher applicants must be assessed for verbal, reasoning, memory, and perceptual abilities. These abilities must be evaluated prior to hire to assure the presence of ability levels commensurate with the performance of dispatcher duties, as measured by the POST Entry-Level Dispatcher Selection Test Battery (written exam) **or alternative job-related tests of these abilities."**

➔ **Why should I consider using CritiCall for my agency?**

CritiCall was specially designed to ensure that applicants possess what's needed for success in today's complex, computerized dispatch environment. CritiCall is a three-part exam that zeroes in on the most important aspects of job performance that can be measured prior to hire: 1. Hard skills and abilities, including multi-tasking ability, 2. Situational judgment and constituent service focus, and 3. Personality and behavioral aspects that tend toward success in this role. CritiCall is self-administered and self-scored. It can be given remotely or locally and can be proctored or un-proctored. CritiCall is cloud-based and requires no IT support, installation or software upgrades. All data is managed and archived by CritiCall.

➔ **The following CritiCall test modules measure the skills and abilities specified by the California Commission on P.O.S.T.:**

1. **Verbal Ability - including written and oral comprehension; written expression:**
   - Call Summarization 1
   - Call Summarization 2
   - Call Summarization 2 - MT
   - Reading Comprehension
   - Sentence Clarity
   - Spelling
   - Data Entry
   - Data Entry (Audio)
   - Data Entry - MT
   - Data Entry - MT (Audio)
   - Proofreading
   - Spoken English Language

2. **Reasoning Ability:**
   - Prioritization
   - Probability
   - Cross Referencing
   - Cross Referencing (Audio)
   - Decision Making

3. **Memory Ability:**
   - Memory Recall
   - Memory Recall (Audio)
   - Memory Recall (Numeric-Audio)

4. **Perceptual Ability and Time Sharing:**
   - Character Comparison
   - Decision Making/Multi-Tasking

   * MT in test module name indicates the test module includes a measure of multi-tasking

➔ **Plus you can measure the following additional areas that are not required by P.O.S.T., if you wish:**
   - Basic Job-related Mathematics
   - Map Reading (Urban and Suburban/Rural)