

**LIMITED EXAMINATION AND
APPOINTMENT PROGRAM (LEAP)**

**READINESS TRAINING AND
EXPERIENCE EVALUATION FOR**

PROGRAM TECHNICIAN

SECTION I GENERAL INFORMATION

PERSONAL CHARACTERISTICS

If we were to contact your current or most recent supervisor, how would he/she rate you in the following categories?

- 1. Punctuality.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

- 2. Dependability.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

- 3. Attendance.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

- 4. Ability to follow oral and written directions/instructions.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

- 5. Ability to work independently.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

- 6. Relationships with others.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

- 7. Flexibility in accepting job assignments.**
 - (A) Excellent**
 - (B) Good**
 - (C) Satisfactory**
 - (D) Needs Improvement**

8. **Ability to complete assignments.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

9. **Ability to meet established timeframes to complete assignments.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

10. **Ability to prioritize work assignments.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

11. **Ability to gain and maintain the confidence of others.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

12. **Ability to maintain confidentiality.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

13. **Ability to exercise and maintain professional ethics.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

14. **Ability to accept responsibility for accuracy of work.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

15. **Ability to handle multiple tasks simultaneously.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

16. **Ability to consult your supervisor when a problem is encountered within the work environment.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

17. **Ability to accurately evaluate situations.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

18. **Ability to take effective action.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

19. **Ability to read and write English at level required for successful job performance.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

20. **Ability to meet and deal effectively with the public.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

21. **Ability to operate modern office equipment.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

22. **Ability to plan or coordinate work activities.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

23. **Ability to work with others to resolve differences for the benefit of the team or project.**
 - (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

24. Work cooperatively with others to generate ideas/suggestions.
- (A) Excellent
 - (B) Good
 - (C) Satisfactory
 - (D) Needs Improvement

**THIS COMPLETES SECTION I.
PROCEED TO THE NEXT SECTION.**

**SECTION II
KNOWLEDGE
PROGRAM TECHNICIAN**

Rate your knowledge with the following:

EQUIPMENT

25. Operating a personal computer.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
26. Operating audiovisual equipment.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
27. Operating microfilm equipment.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

28. **Operating mailroom equipment.**
- (A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
 - (B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
 - (C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
 - (D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**
29. **Operating a photocopier.**
- (A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
 - (B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
 - (C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
 - (D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**
30. **Operating a calculator.**
- (A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
 - (B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
 - (C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
 - (D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**
31. **Operating a cash register.**
- (A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
 - (B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
 - (C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
 - (D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**

32. **Operating telecommunications equipment.**
(A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
(B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
(C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
(D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**
33. **Operating a keyboard to prepare letters or other documents.**
(A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
(B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
(C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
(D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**
34. **Setting up a personal computer.**
(A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
(B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
(C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
(D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**

OFFICE PROCEDURES

35. **Use of addition, subtraction, multiplication and division.**
(A) **Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)**
(B) **Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)**
(C) **Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)**
(D) **No Knowledge (I have little or no experience, education or training relevant to this knowledge.)**

36. Use of averages, decimals, fractions or percentages.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
37. Use of elementary statistical formulas or methods.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
38. Use of prescribed formulas, schedules, or procedures.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
39. Use of a computer to process and analyze data.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

40. Preparation of presentations utilizing computer software.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
41. Preparation of slides/overhead transparencies.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
42. Preparation of mounted/flip charts.
- (A) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - (B) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - (C) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job.)
 - (D) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

THIS COMPLETES SECTION II

SECTION III

EXPERIENCE

Please rate your ability to:

43. Entering data into a computer.
- (A) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
44. Using a computer to develop mailing lists or labels.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.

45. Using a computer to create, edit, print, retrieve, or manipulate electronic files.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
46. Using word processing programs such as Microsoft Word, WordPerfect or Word Pro.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
47. Using spreadsheet programs such as Microsoft Excel or Lotus.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
48. Using database software such as Microsoft Access or FoxPro.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
49. Using a computer to process and analyze data.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
50. Using software to create charts, tables, or graphs.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
51. Using a computer for desktop publishing.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.

52. Ensuring paper files are current and complete.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.

PAPER RECORDS OR FILES

53. Adding, retrieving, or removing information from paper files or records.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
54. Maintaining paper filing or record system.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
55. Categorizing documents for filing.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
56. Assembling and labeling information for filing.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.

INFORMATION TRANSCRIPTION AND VERIFICATION

57. Writing down information from one document to another.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.

58. Verifying accuracy and completeness of information on paper or computer documents.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
59. Correcting mistakes in written or computer documents.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
60. Proofreading letters or other documents for spelling or typographical errors.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
61. Proofreading letters or other documents for grammatical errors.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.
62. Approving applications, claims, or requests.
- (A) I possess this skill of ability, have applied it on the job, and have supervised or trained others in this area.
 - (B) I possess this skill or ability and have applied it on the job.
 - (C) I possess this skill or ability but have NOT applied it on the job.
 - (D) I do NOT possess this skill or ability.

WRITTEN OR ORAL COMMUNICATION

63. Composing simple correspondence or written work.
- (A) Extensive Experience (Over 1 year)
 - (B) Moderate Experience (6-12 months)
 - (C) Limited Experience (up to 6 months)
 - (D) No Experience
64. Writing technical reports.
- (A) Extensive Experience (Over 1 year)
 - (B) Moderate Experience (6-12 months)
 - (C) Limited Experience (up to 6 months)
 - (D) No Experience

65. **Preparing materials for publication.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
66. **Responding in writing to inquires or requests for information.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
67. **Completing forms.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
68. **Preparing meeting minutes.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
69. **Contacting others orally to obtain information.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
70. **Following oral instructions to complete assignments.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
71. **Making arrangements for meetings or travel.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
72. **Making or receiving telephone calls.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience

WRITTEN OR ORAL COMMUNICATION

- 73. Screening calls and deciding to whom the caller should be referred.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 74. Communicating with aggressive or disruptive persons.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 75. Responding orally to requests or complaints.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 76. Greeting and referring visitors to proper sources.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 77. Providing training for new employees.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 78. Explaining policies or procedures.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 79. Testifying or presenting evidence.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
- 80. Providing guidance to other employees.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience

81. **Publicizing agency programs.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
82. **Explaining technical information orally.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
83. **Giving oral presentations and/or briefings.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
84. **Providing feedback on work-related matters.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience

DECISIONS AND RECOMMENDATIONS

85. **Establishing own work priorities.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
86. **Recommending solutions to routine problems.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
87. **Approving applications, claims, or requests.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
88. **Identifying needs or problems and determining corrective action.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience

89. **Recommending solutions to complex problems.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
90. **Checking records, items, or materials for damage.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
91. **Evaluating the effectiveness of methods or procedures.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
92. **Planning or coordinating work activities.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
93. **Reviewing letters or documents to determine conformance with policies or regulations.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience
94. **Analyzing and interpreting routine information.**
(A) Extensive Experience (Over 1 year)
(B) Moderate Experience (6-12 months)
(C) Limited Experience (up to 6 months)
(D) No Experience

