



# Chicago Police Department

## Candidate Handbook

May 2021



# QUICK REFERENCE

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## CITY OF CHICAGO DEPARTMENT OF HUMAN RESOURCES

<https://www.chicago.gov/city/en/depts/dhr.html>

Email: [police-application@cityofchicago.org](mailto:police-application@cityofchicago.org)

*Hours of Operation 8:00 am – 4:30 pm (Central Time) M-F, Closed on Federal Holidays*

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## PEARSON VUE® WEB SERVICES

**Go to Pearson VUE's website (<http://www.PearsonVUE.com/cpd>) to:**

- Download a Candidate Handbook
  - Make a real-time examination reservation
  - View Regional Test Sites
  - View Available Testing Dates
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## PEARSON VUE® EXAMINATION RESERVATIONS

5601 Green Valley Drive  
Bloomington, MN 55437

<http://www.PearsonVUE.com/cpd> or **(866) 256-0036**

Email: [RegulatoryProgramCoordinator@pearson.com](mailto:RegulatoryProgramCoordinator@pearson.com)

*Hours of Operation: M-F 8:00 am – 11:00 pm (EST), Closed on Federal Holidays*

*Sat 8:00 am – 5:00 pm*

*Sun 10:00 am – 4:00 pm*

**Contact Pearson VUE to:**

- Schedule, reschedule, or cancel an examination
- Obtain information regarding your examination

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# INTRODUCTION

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The Chicago Police Department (CPD) is an equal opportunity employer that strives to hire a diverse workforce that reflects the broad cross section of Chicago's communities. CPD is a community-oriented organization that believes in the highest standards for the agency, as demonstrated by our CALEA (Commission on Accreditation for Law Enforcement Agencies) accreditation.

- Joining the Chicago Police Department allows Chicagoans to make a difference in their community while providing a stable, well-paying job that can support their families.
- Police officers have enormous pride in what we do. We are serving our families, our neighbors, and our communities every day, making the world better for those around us.
- Our police force is working hard and earning a salary that allows them to live comfortably. **After just 18 months on the job our officers earn up to \$72,510 a year.**

## THE EXAM

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The Chicago Police Officer Examination™ (CPOE™) consists of a series of multiple-choice questions designed to test important cognitive abilities and behavioral attributes that are necessary for effective job performance as a police officer. In developing the exam, a national sampling of more than 1,400 law enforcement experts and incumbents from criminal justice agencies throughout the United States participated in a job analysis. The entry-level law enforcement job was thoroughly reviewed, and a listing of the most essential job tasks, duties and responsibilities was developed from this analysis. These tasks, duties and responsibilities are considered foundational to the performance of the job of a police officer.

In order to perform these job-essential tasks, duties and responsibilities, various behavioral characteristics, skills, and abilities are needed. The behavioral characteristics and attitudes that were determined to be essential for successful performance as a police officer are clustered together to form the first section of the examination, which includes a total of 89 questions. You will be given 35 minutes to complete this section. After completing this section, you will have a 10-minute break.

In addition to these behavioral characteristics and attitudes, nine cognitive abilities were found to be necessary to perform the job-essential tasks, duties, and responsibilities. Consequently, it is essential for police officers to possess these nine abilities. These nine cognitive areas are listed alphabetically below:

- Deductive reasoning
- Flexibility of closure
- Inductive reasoning
- Information gathering
- Problem sensitivity
- Selective attention
- Verbal comprehension
- Verbal expression
- Visualization

## EXAM SPECIFICATIONS

The exam is divided into two sections, with a 10-minute break in between.

**Section I:** This section of the examination measures various job-related behavioral attributes that indicate how successful you will be as a police officer. You will have 35 minutes to complete the 89 items in this section.

**Section II:** You will have 115 minutes (one hour and 55 minutes) to complete the 61 items in this section. The following nine job-related cognitive abilities will be tested in this section:

- Deductive reasoning
- Flexibility of closure
- Inductive reasoning
- Information gathering
- Problem sensitivity
- Selective attention
- Verbal comprehension
- Verbal expression
- Visualization

## EXAM PREPARATION GUIDE

All eligible applicants for the Chicago police officer entry-level position have been given full access to the Chicago Police Officer Examination™ (CPOE™) Preparation Guide. This preparation guide has been developed to introduce and familiarize applicants with the specific components that can be found in the CPOE™. The various components of the exam are described in this preparation guide; in addition, test-taking strategies and other tips are provided. Additionally, a practice test can be found at the end of the guide. The sample practice test contains questions that are similar in form, and measure similar constructs, as those assessed in the Chicago Police Officer Examination™.

Applicants were provided access to the Preparation Guide via an email communication sent from the test publisher - Industrial/Organizational Solutions (IOS, Inc.). If you have not received access to the Preparation Guide and are eligible to test, you may contact the test publisher by email at [support@iosolutions.com](mailto:support@iosolutions.com). Please write "Chicago Preparation Guide" in the subject line of your email to help expedite your ticket. You will receive a prompt reply to your inquiry within 24-48 hrs.

## ELIGIBILITY

**Before scheduling an examination appointment, you must have already:**

- **Completed an application** for the Chicago Police Officer position; and **received an Authorization to Test email** from Pearson VUE that will include your exam eligibility timeframe and instructions for how to schedule your exam.
- The **Authorization to Test email** from Pearson VUE will be sent to the email address provided on your police officer application. If the email address you originally provided on your police officer application is no longer accurate, you must resolve the discrepancy before you schedule an exam by **contacting the City of Chicago Department of Human Resources at [police-application@cityofchicago.org](mailto:police-application@cityofchicago.org)**.
- **Pearson VUE Username & Password:** First-time test takers will receive a separate email from Person VUE that contains a Pearson VUE username and password to use to log into the Person VUE website to schedule your exam.

After you schedule your exam, Pearson VUE will send a **confirmation email** that will include your test date, testing time, test location – either OnVUE, or the test center address, and directions to the test center.

## ADA ACCOMMODATIONS

**NOTE: Please do not schedule your exam until your ADA accommodation has been approved by the City of Chicago.**

Pearson VUE and the city of Chicago comply with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis, and approved by the City of Chicago. If you require a reasonable accommodation in accordance with the American with Disabilities Act (ADA) to complete your exam, please contact the City of Chicago, Department of Human Resources at [disabilityaccommodations@cityofchicago.org](mailto:disabilityaccommodations@cityofchicago.org). Please include "CPD Police Officer Exam - Reasonable Accommodation Request" in the subject line of your e-mail. You will be required to provide information and/or supporting documentation regarding your request. You will be required to provide an evaluation from a medical provider containing a diagnosis and recommended accommodations. School IEPs will be accepted on a case-by-case basis. All other inquires for the City of Chicago should be directed to [Police-Application@cityofchicago.org](mailto:Police-Application@cityofchicago.org).

## SCHEDULING

Candidates have the option to register to take their exam via OnVUE (online at home or in an office setting) or at a physical Pearson VUE testing location. To schedule an exam, please go to [www.PearsonVUE.com/cpd](http://www.PearsonVUE.com/cpd) and log into your Pearson VUE account with the UserName and password you received via email from Pearson VUE; or call the Pearson VUE contact center at (866) 256-0036. Exam appointments must be made (24) hours in advance.

### NAME & DEMOGRAPHIC CHANGES

If you change your name, or any demographic information (address, phone number, etc.), while you are applying for testing, or any time before you take your test, please contact the Chicago Department of Human Resources at [police-application@cityofchicago.org](mailto:police-application@cityofchicago.org) to update your information as soon as possible.

## CANCELLATION AND RESCHEDULING

### CANCELLATION

If you cannot attend your examination, you must call the Pearson VUE Exam Reservation Line at (866) 256-0036 at least twenty-four (24) hours before the day of the exam to ask for a new exam date.

### ABSENCE POLICY

Candidates who are late or absent from an exam may call Pearson VUE within 14 days of the exam date to request an excused absence. A case number will be assigned, and supporting documentation can be emailed to [Caseattachments@pearson.com](mailto:Caseattachments@pearson.com). For example, if you are absent because of illness of yourself or an immediate family member, you must email a copy of the original doctor's note to [Caseattachments@pearson.com](mailto:Caseattachments@pearson.com). Acceptable excuses include:

- Illness of yourself or an immediate family member
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

### WEATHER EMERGENCIES

Exams may be delayed or cancelled if severe weather or a natural disaster makes the test site unsafe or impossible to reach. Candidates will be notified if the exam is cancelled due to severe weather or a natural disaster. If the exam is cancelled, you may take the exam on another day.

## EXAM DAY

### WHAT TO BRING

On test day, you will need to bring a valid form of identification. Please read through the following requirements to ensure that you supply proper identification. Applicants who arrive without proper identification will be unable to test.

- All IDs must be issued by the country in which the candidate is testing. If the candidate does not have the qualifying ID issued from the country they are testing in, a passport from their country of citizenship is required.
- The first and last name that the candidate uses to register must match exactly the first and last name on the ID that is presented on test day.
- The candidate is required to present one original (no photocopies), valid (unexpired) form of government issued ID that includes their name, photograph, and signature.

### ACCEPTABLE FORMS OF CANDIDATE IDENTIFICATION

Candidates must present one (1) form of current signature identification. The primary identification must be government-issued and photo-bearing with a signature. Identification must be in English.

Primary ID (photograph and signature, not expired)

- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- Chicago Key Card ID (*Accepted at test centers only. At this time, the Chicago Key Card ID is not an acceptable form of ID to present for an OnVUE exam.*)
- National/State/Country/Province ID card
- Passport
- Passport Card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)
- Government Issues: local language ID (not in Roman Characters) – accepted only if issued from the country the candidate is testing in

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID list that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

## TESTING POLICIES

The following policies are observed at each Test Site.

### LATENESS

**Arrive at the test center thirty (30) minutes before your scheduled examination starts.** If you are more than 15 minutes late for your scheduled examination, you will **NOT** be allowed to test.

### ELECTRONIC DEVICES

Cellular phones, pagers or any other electronic devices are not permitted during testing. There is no place for storage of personal belongings at the Test sites.

### PERSONAL BELONGINGS/STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, papers, cell-phones, or calculators into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Pearson VUE is not responsible for lost or misplaced items.

### EATING/DRINKING/SMOKING

You are not permitted to eat, drink, or smoke during the examination.

### MISCONDUCT

If you cause a disturbance of any kind or engage in any kind of misconduct, you will be dismissed from the examination and the incident will be reported to the City of Chicago Department of Human Resources. Decisions regarding disciplinary measures are the responsibility of the City of Chicago.

### GUESTS/VISITORS

Guests, visitors, pets, or children are **NOT** allowed at the Test Sites.

### EXAM SECURITY AND CANDIDATE AGREEMENT

The Chicago Police Department and the City of Chicago take the security of its certification exams seriously and requires all candidates to accept the terms of a Candidate Agreement. By accepting these agreements, candidates agree to the terms and conditions of the Chicago Police Department and the City of Chicago, by maintaining the confidentiality of the content of all exams.

## SCORE REPORT

At the completion of your exam, you will receive a printed exam receipt at the test center that will include "You have successfully completed the Chicago Police Officer Exam (CPOE). Your answers will be scored and results provided to the City of Chicago. You will be notified by IOS, Inc., of your passing status in a few weeks time.

If you take the exam via ONVUE, an exam receipt will display at the end of your exam stating: "Thank you for taking part in the Chicago Police Officer Exam. The agency you are applying for will contact you in three (3) to four (4) weeks to inform you of your status in the hiring process. You will be provided with information regarding the next steps of the process at that time."