



Information Guide for Troubleman Knowledge Test - Verbal

Test Number: 8503

Human Resources
Talent Planning & Programs
Southern California Edison
An Edison International Company

040915

Introduction

The **8503 Troubleman Knowledge Test (Verbal)** was designed to assess technical knowledge necessary to perform the Troubleman job. The test is designed for both internal and external candidates; therefore, it does not contain Southern California Edison specific processes and procedures. This guide contains strategies and other information to prepare for the test.

Verbal Knowledge Test Session

During the verbal test session a panel of test administrators, who are subject matter experts on the Troubleman job, will ask you a series of technical, job related questions pertaining to the Troubleman position. The administrators are looking for specific responses to the questions and will score your responses to the test questions using a standardized scoring key. The scores you will receive will correspond to the number of correct answers you provide. The question below demonstrates the format of the test question and scoring.

Question: *What are the colors of the American flag?*

Correct responses:

- ✓ Red
- ✓ White
- ✓ Blue

Scoring: You receive a point for each correct answer for a total of 3 points.

Your test administrators will provide you with all the materials necessary to complete the test. It is important that you follow the directions of the administrators exactly.

During the testing session, you may **NOT** leave the testing area, talk to others, smoke, eat, or drink. Since this testing will take approximately 60 minutes, you should consider these factors before the test begins.

All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.

Information Guide Feedback

At the end of this Guide you have been provided with an Information Guide Feedback page. If a procedure or policy has changed, making any part of this Guide incorrect, your feedback would be appreciated so that corrections can be made.

Test Strategies

Introduction

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

Technique	Remarks
<i>Be confident</i>	<ul style="list-style-type: none"> - If you feel confident about passing this test, you may lose some of your anxiety. - Think of the test as a way of demonstrating how much you know, the skills you can apply, your abilities, the problems you can solve, and your good judgment capabilities.
<i>Be punctual</i>	<ul style="list-style-type: none"> - Arrive early enough to feel relaxed and comfortable before the test begins.
<i>Concentrate</i>	<ul style="list-style-type: none"> - Try to block out all distractions and concentrate only on the test. You will not only finish faster but you will reduce your chances of making careless mistakes. - If the test area becomes noisy or there are other distractions or irregularities, mention them to the administrators immediately.
<i>Understand the question</i>	<ul style="list-style-type: none"> - Listen carefully to each of the questions and follow all directions provided by the administrators.
<i>Answer questions</i>	<ul style="list-style-type: none"> - Ensure your answers are precise, complete, unambiguous and succinct.

Remember the techniques described in this section are only suggestions. You should follow the methods that work best for you.

Knowledge Areas

The **8503 Troubleman Knowledge Test (Verbal)** requires you to answer technical questions that assess specific technical knowledge required to perform the job. Below are the major job knowledge domains covered on the test. Study references can be found on page 6 of this packet. You can use this information to prepare for the test.

The major job duties covered in the verbal test are:

1. Operating the system
2. Public/personal safety
3. Load restoration
4. Responding to routine situations
5. Responding to emergency situations

The major job knowledge areas (topics) covered in this verbal test:

A. Troubleshooting of Electrical Systems

Knowledge of methods to investigate and resolve voltage complaints; operating test equipment (e.g., Wiggie, voltmeter, clamp amp, and rotation meter); and resources needed to make repairs. Ability to investigate/resolve customer problems by inspecting and checking panels, breakers, wiring, and connections at customers' location; read and understand schematics to determine proper operation; and communicate with appropriate parties to expedite orders and verify location of problems.

B. Application of Electrical Systems

Knowledge of operating switches and switching equipment; replacing line and equipment fuses; and proper use of rubber gloves to perform work.

C. Safety

Knowledge of personal protective equipment (PPE) and when to use (e.g., FR rated clothing, hard hat, leather/rubber gloves, safety eye wear, appropriate foot wear, pole fall restraint); safe procedures when performing line work; and safe operation of tools and vehicles.

D. Operation and Maintenance of Equipment

Knowledge of tool and equipment maintenance.

Sample Questions

The following sample questions are provided to illustrate the test format.

Question #1:

What personal protective equipment must be used when clearing trouble out of a bucket?

Correct answers:

- ✓ Hard hat
- ✓ Gloves
- ✓ Safety glasses
- ✓ Fire rated (*FR*) shirt
- ✓ Fall protection (*harness*)

Question #2:

How do you test an overhead transformer with a blown fuse?

Correct answers:

- ✓ Visual inspection
- ✓ Electrical test
- ✓ Continuity test
- ✓ Make sure transformer is safe for testing
- ✓ Refusing procedure

Study References

You may refer to the following references in preparation for your verbal test.

- ✓ Shoemaker, T. M., & Mack, J. E. (2007). The Lineman's and Cableman's Handbook. 11th Edition. McGraw-Hill Companies Inc. New York, NY.

Information Guide Feedback

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

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