SAMPLE WRITTEN SELECTION EXAM

FOR THE CORRECTIONAL OFFICER, YOUTH CORRECTIONAL OFFICER AND YOUTH CORRECTIONAL COUNSELOR CLASSIFICATIONS

Corrections Standards Authority
Standards and Training for Corrections
SAMPLE WRITTEN SELECTION EXAM

This document contains a sample of questions selected to represent the written selection exam for the Correctional Officer (CO), Youth Correctional Officer (YCO) and Youth Correctional Counselor (YCC) classifications. The purpose of this document is to familiarize readers with the format and the different types of questions on the exam.

Completing the sample exam does not entitle readers to participate in the CO, YCO or YCC selection process. The information presented here is only intended to provide potential applicants with examples of the types of items that appear on the exam.

For additional information regarding the CO, YCO or YCC selection process, contact one of the Selection Centers:

<table>
<thead>
<tr>
<th>Northern Selection Center</th>
<th>Central Selection Center</th>
<th>Southern Selection Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>9838 Old Placerville Rd., Suite B</td>
<td>2510 S. East Ave., Suite 350</td>
<td>9065 Haven Ave., Suite 201</td>
</tr>
<tr>
<td>Sacramento, CA 95827</td>
<td>Fresno, CA 93706</td>
<td>Rancho Cucamonga, CA 91730</td>
</tr>
<tr>
<td>(916) 255-2500</td>
<td>(559) 445-6141</td>
<td>(909) 944-6697</td>
</tr>
</tbody>
</table>

or visit our website at www.cdc.ca.gov or call 1-866-CDC-JOBS

The following pages provide sample questions that represent the written selection exam for the CO, YCO, and YCC classifications. Your answers to these questions can be checked using the answer key and explanations provided at the end of the sample exam.
For questions 1 and 2, you will be presented with a list of numbered sentences that, when combined, form a paragraph. You will be asked to arrange the numbered sentences to form the MOST logical paragraph.

Order the sentences below to form the MOST logical paragraph. Choose the correct order from the options below.

1. One at a time, all of the living areas were opened and inspected.
2. Following the search, all inmates occupying Living Area Number 3 were ordered to take a urine test.
3. During the evening shift, Officer C smelled an aroma similar to marijuana.
4. Upon the results of the urine tests any necessary discipline will be given.
5. A thorough search was conducted in Living Area Number 3, however no illegal items were found.
6. The odor was the strongest in Living Area Number 3.

1. Which of the following options represents the correct order of the above sentences?
   A. 3, 6, 5, 2, 1, 4
   B. 3, 1, 6, 4, 5, 2
   C. 3, 6, 1, 5, 4, 2
   D. 3, 1, 6, 5, 2, 4

Order the sentences below to form the MOST logical paragraph. Choose the correct order from the options below.

1. The officer asked the inmate if something was keeping him up at night.
2. While supervising inmates working in the facility library, an officer noticed Inmate Y was having trouble staying awake while sorting books.
3. The officer documented what Inmate Y told him and informed the housing unit supervisor of the situation.
4. Inmate Y replied that he and his roommate, Inmate C, were not getting along and he was worried that Inmate C might try to attack him in his sleep.
5. Later that day, both Inmate Y and Inmate C were taken to separate holding areas for questioning.

2. Which of the following options represents the correct order of the above sentences?
   A. 2, 1, 4, 3, 5
   B. 3, 2, 1, 4, 5
   C. 3, 1, 5, 4, 2
   D. 2, 4, 3, 5, 1
For questions 3 and 4, you will be presented with information about a schedule. You will need to answer a question using the information provided in the schedule.

Use the information in the table below to answer question 3.

<table>
<thead>
<tr>
<th>Inmate K’s Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time</strong></td>
</tr>
<tr>
<td>8:00 a.m.</td>
</tr>
<tr>
<td>9:30 a.m.</td>
</tr>
<tr>
<td>10:30 a.m.</td>
</tr>
<tr>
<td>11:15 a.m.</td>
</tr>
<tr>
<td>12:30 p.m.</td>
</tr>
</tbody>
</table>

3. The table above provides Inmate K’s schedule for the day. Which two activities will have LESS THAN a 15 minute break between them?
   A. breakfast and laundry duty
   B. laundry duty and recreation time
   C. recreation time and counseling
   D. counseling and kitchen duty

Use the information in the table below to answer question 4.

<table>
<thead>
<tr>
<th>Exercise Yard Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time</strong></td>
</tr>
<tr>
<td>9:10 a.m.</td>
</tr>
<tr>
<td>9:50 a.m.</td>
</tr>
<tr>
<td>10:15 a.m.</td>
</tr>
<tr>
<td>11:30 a.m.</td>
</tr>
<tr>
<td>12:15 p.m.</td>
</tr>
</tbody>
</table>

4. The table above provides the exercise yard schedule for the day. Which two groups have exercise yard times that OVERLAP with each other?
   A. Group M and Group L
   B. Group L and Group O
   C. Group O and Group P
   D. Group P and Group R
For questions 5 and 6, you will be presented with a short paragraph in which four words are underlined. You will be asked to identify which underlined word contains a grammar or spelling error.

Officer G picked up food trays on Wednesday morning. Inmate B opened the food slot in his living area and threw his tray at Officer G. Because of the attempted assault, officers placed Inmate B in a separate holding area. The inmate remained in the holding area until the officers felt it was safe to move him. Inmate B’s file was reviewed to determine the appropriate living situation and program for him. Based on the review, the officers assign Inmate B to a mental health program. He started the program the following Monday.

5. Based ONLY on the paragraph above, which one of the underlined words contains a grammar or spelling error?
   A. picked  
   B. placed  
   C. remained  
   D. assign

An off-duty officer was at a local restaurant eating dinner when he was approached by a woman who seemed to be in distress. She explained that she was mugged walking to her car from the bank and pleaded with the officer to catch the criminals. She said two juveniles were responsible for the mugging. After obtaining a description from the woman, the officer left in pursuit of the suspects.

6. Based ONLY on the paragraph above, which one of the underlined words contains a grammar or spelling error?
   A. distress  
   B. pleaded  
   C. juveniles  
   D. pursuit
For questions 7 and 8, you will be asked to solve math problems that require the use of addition and/or subtraction.

7. What is the sum of the following numbers?

\[
\begin{align*}
203.42 \\
214.25 \\
194.01 \\
+ 224.63 \\
\end{align*}
\]

A. 835.31
B. 836.31
C. 845.31
D. 846.31

8. An officer works in a unit that houses 59 inmates. There has been a gas leak and the officer is required to escort the inmates to the gym. Before the gas leak, 13 inmates were sent to the hospital for medical care, of whom 2 were transferred to intensive care and 4 remained in the hospital. The remaining 7 inmates returned to the unit prior to the evacuation. How many inmates will the officer escort to the gym?

A. 46
B. 52
C. 53
D. 55
For question 9, you will be presented with information in a form. This will be followed by four options describing the information provided in the form. Identify the option that completely, clearly and accurately describes the information. The option should also effectively communicate the information in a straightforward manner.

Use the information provided below to answer question 9.

<table>
<thead>
<tr>
<th>RULES VIOLATION REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SECTION A: BASIC INFORMATION</td>
</tr>
<tr>
<td>DATE</td>
</tr>
<tr>
<td>TIME</td>
</tr>
<tr>
<td>REPORTING OFFICER</td>
</tr>
<tr>
<td>LOCATION</td>
</tr>
<tr>
<td>INMATE(S) INVOLVED</td>
</tr>
<tr>
<td>ASSISTING OFFICER(S)</td>
</tr>
<tr>
<td>RULE(S) VIOLATED</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ACTIONS TAKEN BY OFFICER(S)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

| SECTION B: DESCRIPTION |

9. Officer J must provide a description of the incident in Section B. The description must be consistent with the information provided in Section A. Which of the following options is the MOST complete and clear description for Section B?

A. On January 17, 2011, at 6:45 a.m., I, noticed a sheet was covering Inmate W’s living area window, violating rule 49. I ordered him to remove the sheet and submit to physical restraint. He refused to uncover the window, violating rule 32, but allowed me to restrain him. After escorting him to a holding area, I removed the sheet and searched the living area.

B. On January 17, 2011, at 6:45 a.m., I, noticed a sheet was covering the window to Inmate W’s living area, violating rule 49. I ordered the inmate to remove the covering and submit to physical restraint. He allowed me to restrain him. I removed the sheet and searched the living area after restraining the inmate and escorting him to a holding area.

C. On January 17, 2011, at 6:45 a.m., I saw a sheet was covering the inmate’s living area window, which violated rule 49. I ordered the inmate to remove it and submit to physical restraint. He violated rule 32 by refusing to take down the sheet, but he did allow me to restrain him. I then removed the sheet and searched the living area.

D. On January 17, 2011, at 6:45 a.m., I, noticed a sheet was covering the window of a living area, which violated rule 32. I ordered the inmate to remove the covering and submit to physical restraint. He violated rule 49 by refusing to remove the covering. After I restrained and escorted him to a holding area, I removed the sheet and searched the living area.
For question 10, you will be presented with a picture. This will be followed by four options describing the scene. Identify the option that completely, clearly and accurately describes the scene. The option should also effectively describe the scene in a straightforward manner.

Use the picture provided below to answer question 10.

10. Which of the following options is the MOST complete and clear description of the picture above?

A. A family of five is having a barbeque. The mother is taking pieces of meat off the grill while the father holds the youngest child. The daughter is standing and petting the dog while her brother waits for the rest of the food.

B. A family of five is having a barbeque. The daughter and son are sitting at the picnic table waiting for the food. While waiting, the daughter is petting the dog. The mother is taking pieces of meat off the grill while the father holds the youngest child.

C. A family of five is having a barbeque. The mother is taking pieces of meat off the grill while the father holds the youngest child. The son is sitting and waiting for the rest of the food to be ready while petting the dog.

D. A family of five is having a barbeque. The daughter is petting the dog while her brother sits and waits for the rest of the food to arrive. One parent is taking pieces of meat off the grill while the other holds the youngest child.
For questions 11 and 12, you will be presented with a completed form. You will need to answer a question using the information provided in the form.

Use the information provided below to answer question 11.

**INMATE LABOR REPORT**

<table>
<thead>
<tr>
<th>SECTION A: BASIC INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DATE</strong></td>
</tr>
<tr>
<td>July 5, 2011</td>
</tr>
<tr>
<td><strong>LOCATION</strong></td>
</tr>
<tr>
<td>exercise yard</td>
</tr>
<tr>
<td><strong>INMATE NAME</strong></td>
</tr>
<tr>
<td>Inmate G</td>
</tr>
<tr>
<td>Inmate R</td>
</tr>
</tbody>
</table>

**SECTION B: SUMMARY**

On July 5, 2011, I, Officer R, supervised two inmates working in the exercise yard from 12:35 p.m. to 5:45 p.m. The inmates raked leaves and cut the grass in accordance with work order number 12. Inmate G was assigned to work for three hours at 16 cents an hour for a total of 48 cents. Inmate R was assigned to work for six hours at 27 cents an hour for a total of one dollar and 35 cents.

11. In the report provided above, Section B was filled out completely and correctly. Based on the summary provided in Section B, how many errors are there in Section A?

A. 1  
B. 2  
C. 3  
D. 4
Use the information provided below to answer question 12.

<table>
<thead>
<tr>
<th>LIVING AREA SEARCH REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SECTION A: BASIC INFORMATION</strong></td>
</tr>
<tr>
<td>DATE</td>
</tr>
<tr>
<td>February 2, 2011</td>
</tr>
<tr>
<td>SEARCH LOCATION</td>
</tr>
<tr>
<td>Living Area: 202</td>
</tr>
<tr>
<td>Occupant(s):</td>
</tr>
<tr>
<td>– Inmate H</td>
</tr>
<tr>
<td>– Inmate F</td>
</tr>
<tr>
<td>ACTIONS TAKEN BY OFFICER(S)</td>
</tr>
<tr>
<td>– Officer K searched living area 202, found and confiscated the illegal items, and questioned the inmates.</td>
</tr>
<tr>
<td>– Officer M escorted the inmates to separate holding areas and searched living area 202.</td>
</tr>
<tr>
<td><strong>SECTION B: DESCRIPTION</strong></td>
</tr>
<tr>
<td>On February 2, 2011 at 3:30 p.m., I, Officer K, conducted a search of Living Area 202, which was occupied by Inmate F and Inmate H. Prior to the search both inmates were escorted to separate holding areas by Officer M. I found two sharpened dining utensils inside Inmate F’s pillowcase. I then confiscated the utensils. Once the search was completed, I went to the holding areas and questioned both inmates.</td>
</tr>
</tbody>
</table>

12. In the report provided above, Section B was filled out completely and correctly. Based on the description provided in Section B, how many errors are there in Section A?
   A. 1
   B. 2
   C. 3
   D. 4
For questions 13 and 14, you will be asked to identify differences in sets of pictures.

Use the pictures below to answer question 13.

13. Compared to the original, which picture has exactly 3 differences?
   A. Picture A
   B. Picture B
   C. Picture C
   D. There is no picture with exactly 3 differences.
Use the pictures provided below to answer question 14.

14. Compare Picture 1 to Picture 2. How many differences are there?
   A. 1  
   B. 2  
   C. 3  
   D. 4
For question 15, you will be presented with a set of rules, procedures or requirements followed by a description of a situation. You will be asked a question about the situation that requires you to apply the rules, procedures or requirements.

Use the information provided below to answer question 15.

**WHITE HOUSE TOUR POLICY**

- Tour requests must be submitted at least 15 days in advance.
- All guests 18 years of age or older are required to present photo identification (e.g., driver license, passport, military or state identification).
- Guests under 18 years of age must be accompanied by an adult.
- Items prohibited during the tour:
  - cell phones, cameras and video recorders
  - handbags, book bags, backpacks and purses
  - food and beverages
  - tobacco products
  - liquids of any kind, such as liquid makeup, lotion, etc.

A family of four submitted their request to tour the White House three weeks before going to Washington, D.C. When they arrived for the tour, both parents brought their driver licenses, wallets and umbrellas. The children, ages 13 and 18, only brought their coats, leaving their backpacks in the car. One of the children realized he had some candy in his pocket, but he quickly ate it before the tour was scheduled to start.

15. The family was prevented from going on the tour for violating a tour policy. Based ONLY on the information above, which policy was violated?

A. submitting the request for the tour in advance
B. bringing photo identification
C. bringing food on the tour
D. bringing backpacks on the tour
For question 16, you will be presented with a set of rules or procedures followed by a completed form. You will be asked a question about the form that requires you to apply the rules or procedures.

Use the information provided below to answer question 16.

**HOME INSURANCE CLAIM REQUIREMENTS**
When making a homeowner insurance claim the following must be included:
- name of homeowner(s), policy number and phone number
- the date and time the incident was discovered
- the address where the incident occurred
- the type of claim(s) filed (property damage and/or theft)
- for a property damage claim, the following must be included:
  - description of damage
  - attach pictures of damage
  - estimated cost to repair damage
- for a theft claim, the following must be included:
  - number of items stolen
  - short description of items
  - value of each item
  - attached receipts verifying the cost of each item
- indicate whether a police report was filed and the police report number, if applicable

**HOME INSURANCE CLAIM FORM**

<table>
<thead>
<tr>
<th>NAME</th>
<th>POLICY NUMBER</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeowner P</td>
<td>382-751-8146</td>
<td>555-321-3456</td>
</tr>
</tbody>
</table>

I am submitting a home insurance claim for theft and damage to my property at 2345 N. Second Street, Lake City, CA 98765. I arrived at my home on June 16, 2011 to find the window next to my front door completely shattered. When I entered my home, many drawers were open and several items had been thrown on the ground. After surveying my home, no further damage was found. I noticed three items missing, a gold necklace ($100), a black laptop ($500) and a diamond ring ($200). Receipts are attached that verify the cost of each item. I called the Lake City Police Department to file a residential burglary report.

16. A homeowner completed the form provided above. Based ONLY on the information above, how many of the requirements were not met?
A. 4
B. 3
C. 2
D. 1
For questions 17 and 18, you will be presented with two descriptions that describe an event. The two descriptions may or may not contain a difference that is important enough to examine further. You will need to identify the important difference, if any, between the two descriptions.

Inmate L and Inmate M were involved in a fight. Both inmates were interviewed to determine what occurred. Their statements are provided below.

Inmate L’s statement:
I watch out for Inmate M because he always tries to start trouble with me. I was in the library stacking books on a shelf and Inmate M got in my way. It looked like Inmate M wanted to fight me, so I told him to back down. Inmate M continued to walk towards me, so I dropped the books I was holding and then he punched me. He kept punching me until an officer arrived and told everyone in the library to get on the ground. Everyone listened to the officer and got on the ground. Then Inmate M and I were restrained and escorted to separate holding areas. Inmate M is the one who started the fight. I was only trying to protect myself.

Inmate M’s statement:
Whenever I work in the library with Inmate L, he gets defensive. I didn’t want to get into a fight because I knew it would decrease my chances of being released early. Today, when I walked by Inmate L, he threw the books he was holding on the floor and started punching me. I had to protect myself so I punched him as many times as I could before an officer arrived and told us to stop fighting. The officer told everyone to get down on the ground, so I stopped punching Inmate L and got down along with everyone else in the library. I should not have been restrained and escorted to a holding area like Inmate L. I was just protecting myself.

17. Based ONLY on the information provided above, what difference, if any, between the two statements may be important enough to examine further?

A. if the inmates complied with the officer’s orders
B. the reason Inmate L was restrained
C. which inmate initiated the fight
D. There was no difference that requires further examination.
While Officer B was escorting inmates through a dormitory area, he saw Inmate J pass a note to Inmate H. Because inmates are not allowed to pass notes to each other, the officer confiscated the note and interviewed both inmates. Their statements are provided below.

Inmate H’s statement:
Inmate J dropped a note on the floor of my living area. Officer B confiscated it before I could read it. According to Inmate J, the note ordered me to attack Inmate X tomorrow. Inmate J claimed she had nothing to do with the note other than delivering it. According to Inmate J, Inmate K should be held responsible because she wrote the note and forced Inmate J to pass it by threatening her life.

Inmate J’s statement:
I had to deliver it because my life was being threatened by Inmate K. I did not read the note, but Inmate K said if I didn’t give the note to Inmate H by the end of the day I would end up in the medical center. I should be left out of this because I only passed the note to protect myself from Inmate K. I know I will be punished for this, but I have nothing to do with the note other than delivering it.

18. Based ONLY on the information provided above, what difference, if any, between the two statements may be important enough to examine further?
A. why Inmate J delivered the note
B. who was supposed to receive the note
C. if Inmate J knew the content of the note
D. There was no difference that requires further examination.
For questions 19 and 20, you will be presented with a description of a situation in which an individual is involved in a dilemma. For each situation, you will be provided with a list of possible response options. Using your best judgment, identify the LEAST appropriate action for the individual to perform.

A commercial aircraft company recently began using new software that tracks a plane’s location during flight. When used properly, the software can provide the correct coordinates to ensure the flight crew and passengers are not in danger. A pilot who works for the company noticed that his co-pilot has made several mistakes using the new software.

19. Which of the following options would be the LEAST appropriate action for the pilot to take concerning his co-pilot?
   A. Advise the co-pilot to read over the software manual again.
   B. Request that the co-pilot be transferred to work with a different flight crew.
   C. Prohibit the co-pilot from using the software unless he is under direct supervision.
   D. Have the co-pilot watch him use the software properly for a few weeks.

Employee R is an artist for a firm that specializes in designing logos. While cleaning out an old file cabinet, he found a sketch of a logo his company never marketed. Employee R really liked the logo.

20. Which of the following options would be the LEAST appropriate action for the employee to take concerning the logo?
   A. attempt to identify the artist who designed the logo
   B. use the logo for one of the firm’s clients
   C. avoid trouble by throwing the logo away
   D. sell it to a competing firm for personal profit

Sample Written Selection Exam for the CO, YCO and YCC Classifications
Answer Key and Explanations

1. Correct Answer: D. D forms a logical paragraph with the events occurring in a logical sequence. The remaining choices result in a paragraph in which the events take place in an illogical sequence.

2. Correct Answer: A. A forms a logical paragraph with the events occurring in a logical sequence. The remaining choices result in a paragraph in which the events take place in an illogical sequence.

3. Correct Answer: B, because there is less than a 15-minute break between the two activities of laundry duty and recreation time. There is at least a 15-minute break between the remaining activities.

4. Correct Answer: B. B correctly identifies the two inmate groups that have overlapping exercise yard times. For the remaining inmate groups, the time designated for each inmate group to use the exercise yard do not overlap.

5. Correct Answer: D, because D has an incorrect verb tense. The paragraph is written in past tense and the verb in option D should be “assigned” to represent the past tense. The grammar and spelling are correct in the remaining choices.

6. Correct Answer: A, because the word underlined in A is spelled incorrectly; it should be “distress.” The grammar and spelling are correct in the remaining choices.

7. Correct Answer: B. The answer is 836.31 when the numbers are summed correctly. The remaining choices are incorrect because they can only be achieved by adding incorrectly.

8. Correct Answer: C, because six inmates did not return to the unit (2 transferred to intensive care and the 4 remained in the hospital). Therefore, the correct answer is 53 (59-6). The remaining choices are incorrect because they can only be achieved by adding and/or subtracting incorrectly.

9. Correct Answer: A, because A provides the most complete and clear description for Section B. B is incomplete because it does not describe how the inmate violated rule 32. C is incomplete because it does not identify the reporting officer, the inmate, and that the inmate was escorted. D is inaccurate because the wrong rule number is identified for the rule that was violated.

10. Correct Answer: A. A provides the most complete and clear description of the picture. B is an inaccurate description of the picture because the daughter is not sitting at the picnic table. C is inaccurate and incomplete because the son is not petting the dog and the daughter is not included in the description. D does not provide a clear description of the picture because it is unclear which parent is holding the youngest child and which parent is grilling food.

11. Correct Answer: B, because there are only two errors in Section A; the time is inaccurate and the amount of hours worked by Inmate R is inaccurate. The remaining choices are incorrect because there are only two errors in Section A.

12. Correct Answer: B. According to Section B, two illegal items were found, but Section A reports three illegal items. Also according to Section B, Officer M’s participation was limited to escorting the inmates to separate holding areas, but Section A reports that Officer M also searched the living area. Because there are only two errors in Section A, the correct answer is B and the remaining choices are incorrect.
13. Correct Answer: B. Compared to the original, Picture A is missing one canned food item and the can opener. Picture B is missing the flashlight, the whistle, and one battery. Picture C is missing the first aid kit, the toothbrush, the tape, and the whistle. B is correct because Picture B is the only picture with exactly 3 differences. The remaining choices are incorrect.

14. Correct Answer: C. Compared to Picture 1, Picture 2 is missing one book near the bottom of the locker, the toothpaste container on the top shelf, and the mirror on the locker door. Because there are exactly three differences between Picture 1 and Picture 2, the correct answer is C and the remaining choices are incorrect.

15. Correct Answer: B. Based on the scenario, the 18 year old did not bring photo identification. The remaining choices are incorrect because the rest of the family followed the tour policy.

16. Correct Answer: B. The form did not identify the time that the incident was discovered, the cost to repair the damaged property, or the police report number. Because the form did not include three of the required pieces of information, the correct answer is B. The remaining choices are incorrect.

17. Correct Answer: C. Each inmate blames the other inmate for starting the fight. Option C is correct because it may be necessary to examine further which inmate started the fight since the inmates’ statements contradict each other. Based on the statements provided by both inmates, A and B are incorrect because there is no reason to question whether the inmates complied with the officers orders or why the inmates were restrained. D is incorrect because it is unclear which inmate started the fight.

18. Correct Answer: C. According to Inmate J’s statement, she did not read the note. However, according to Inmate H’s statement, Inmate J knew the content of the note. Based on the contradicting information in the two statements, further examination may be necessary to determine if Inmate J knew the note ordered Inmate H to attack another inmate. Therefore, the correct answer is C. Based on the statements provided by both inmates, A and B are incorrect because it is clear why Inmate J delivered the note and that Inmate H was supposed to receive the note. D is incorrect because it is unclear whether Inmate H knew the content of the note.

19. Correct Answer: B, because requesting that the co-pilot be transferred is the only option that does not address the improper use of the software and continues to put passengers and flight crews in danger. While the remaining choices may not be the most appropriate action for the pilot to take, they are more appropriate than B.

20. Correct Answer: D, because it involves using company property for personal financial gain. A and B are more appropriate than D because both keep the logo and the profits from its potential use within the company. While C may not be the most appropriate action for the employee to take, it is more appropriate than B because it does not involve theft.