

LOCAL 1549 CLERICAL ASSOCIATE SALARY CONTRACT Ebook

local 1549 clerical associate salary contract is a pivotal document that outlines the compensation, benefits, and working conditions for clerical associates within the Local 1549 union. Understanding the details of this salary contract is essential for current and prospective members, as it directly impacts their wages, job security, and overall workplace rights. This article provides an in-depth analysis of the key aspects of the Local 1549 clerical associate salary contract, highlighting salary structures, benefits, contractual provisions, and future considerations.

Overview of the Local 1549 Clerical Associate Salary Contract

The salary contract serves as a formal agreement between the union representatives and the employer, establishing the terms of employment for clerical associates. It ensures fair compensation aligned with industry standards and provides mechanisms for dispute resolution and job protections.

Purpose and Significance

- Defines salary scales based on experience, tenure, and job responsibilities.
- Sets forth benefits such as health insurance, retirement plans, and paid leave.
- Establishes procedures for grievances, promotions, and disciplinary actions.
- Ensures transparency and fairness in employment practices.

Salary Structure and Compensation Details

A core component of the salary contract is the detailed salary structure, which delineates how clerical associates are compensated.

Base Salary Rates

The contract typically specifies salary ranges or pay grades for different levels of clerical associates. These may include:

- Entry-Level Clerical Associates
- Mid-Level Clerical Associates
- Senior or Specialized Clerical Associates

The base salary is often determined by factors such as education, experience, and specific job duties. Adjustments are made periodically through negotiated cost-of-living increases or step advancements.

Increment and Step Progressions

Many contracts include structured pay increases based on:

- Years of service
- Performance evaluations
- Additional certifications or skills

These increments ensure career progression opportunities and motivate continued professional development.

Overtime and Extra Compensation

The contract defines the rules for overtime pay, typically offering time-and-a-half or double-time rates for hours worked beyond standard schedules. It also clarifies policies around holiday pay, shift differentials, and weekend work.

Benefits Included in the Salary Contract

Beyond base salary, the contract encompasses various benefits that contribute to the overall compensation package.

Health Insurance and Retirement Plans

Most contracts stipulate employer contributions to:

- Medical, dental, and vision insurance
- Retirement savings programs such as 401(k) or pension plans

These benefits provide financial security and healthcare coverage for clerical associates and their families.

Paid Leave and Holidays

Key provisions include:

- Paid vacation days
- Sick leave
- Paid holidays
- Personal days

The specifics depend on tenure and contractual agreements.

Other Perks and Protections

Additional benefits may include:

- Training and professional development opportunities
- Life insurance
- Disability insurance
- Job security provisions

Contractual Provisions and Worker Rights

The salary contract also defines essential employment rights and procedures.

Job Security and Grievance Procedures

The contract often includes:

- Layoff and recall procedures
- Dispute resolution mechanisms such as arbitration
- Protection against unjust termination

Promotion and Transfer Policies

Clear guidelines are established for:

- Eligibility criteria for promotions
- Transfer procedures within departments or facilities

Workplace Policies and Conduct

Standards regarding workplace behavior, safety protocols, and confidentiality are outlined to

maintain a professional environment.

Negotiation and Future Updates

Salary contracts are typically renegotiated periodically?often annually or biannually?to reflect economic changes, inflation, and evolving job roles.

Benchmarks and Negotiation Strategies

Union representatives and employers analyze:

- Cost-of-living indices
- Industry salary trends
- Member feedback and needs

Effective negotiations aim to secure fair wages and benefits that align with market standards.

Impact of Legislation and Economic Factors

Changes in labor laws, minimum wage hikes, or economic downturns can influence contract terms and salary adjustments.

How to Access and Understand Your Salary Contract

Members are encouraged to review their contract documents thoroughly. Key steps include:

- Requesting a copy from union representatives or HR department
- Attending union meetings for updates and discussions
- Seeking clarification on specific clauses or benefits

Understanding the contract empowers clerical associates to advocate for fair treatment and plan their career growth.

Conclusion

The **local 1549 clerical associate salary contract** is a comprehensive agreement that safeguards workers' rights, ensures fair compensation, and promotes a positive work environment. It encapsulates salary structures, benefits, and employment protections that are vital for the well-being of clerical associates. Staying informed about contract provisions and engaging in ongoing

negotiations are essential steps toward securing equitable wages and a stable, rewarding career within the union framework. As economic conditions and workplace dynamics evolve, the contract remains a living document, reflecting the collective efforts of union members and employers to uphold fair labor standards.

Local 1549 Clerical Associate Salary Contract: An In-Depth Analysis

The local 1549 clerical associate salary contract has become a significant topic of discussion among educational professionals, union representatives, and school administrators alike. As the backbone of daily administrative operations within the school district, clerical associates play a vital role in ensuring smooth communication, organization, and support for staff and students. Understanding the nuances of their salary contract is crucial not only for employees directly impacted but also for stakeholders invested in the overall functioning of the district's educational environment. This article provides a comprehensive, yet accessible, overview of the contractual provisions, salary structures, benefits, negotiations, and ongoing developments related to the local 1549 clerical associate salary contract.

The Foundations of the Contract: Origins and Significance

Historical Context

The local 1549 union, representing various school district personnel, has a long-standing history of advocating for fair wages, benefits, and working conditions for its members. The clerical associate position, often pivotal yet undervalued, became a focal point during contract negotiations spanning several years. The current salary contract reflects efforts to recognize the importance of clerical staff and to establish equitable compensation aligned with their responsibilities.

Why the Contract Matters

A salary contract of this nature sets the framework for:

- Wage scales and progression pathways
- Benefits such as health insurance, retirement, and paid leave
- Work hours and overtime policies
- Job security provisions
- Professional development opportunities

These elements influence not only the quality of life for clerical associates but also impact school district operations, morale, and retention rates.

Salary Structure and Pay Scales

Base Salary and Progression

The core component of the local 1549 clerical associate salary contract is its structured pay scale, which delineates wages based on experience, seniority, and educational qualifications. Generally, the contract establishes:

- Starting salary for new clerical associates
- Incremental raises tied to years of service
- Step increases contingent upon performance evaluations or additional certifications

For example, the salary scale may look like this:

| Experience Level | Starting Salary | Annual Increment | Maximum Salary |

|-----|-----|-----|-----|

| Entry-Level | \$XX,XXX | \$X,XXX | \$XX,XXX |

| Mid-Level | \$XX,XXX | \$X,XXX | \$XX,XXX |

| Senior-Level | \$XX,XXX | \$X,XXX | \$XX,XXX |

Note: The actual figures are subject to negotiation and updates.

Factors Influencing Salary

Several factors can influence a clerical associate's salary under the contract:

- Educational attainment: Certifications or degrees can lead to higher starting points
- Years of experience: Longer service generally correlates with higher pay
- Additional responsibilities: Taking on supervisory or specialized tasks may trigger pay adjustments

Pay Adjustments and Contract Updates

The contract is typically renegotiated every few years, with salary adjustments often tied to:

- Cost-of-living increases (COLA): Adjustments based on inflation indices
- District budget allocations
- Union negotiations and member demands

These updates aim to maintain competitiveness and fairness in compensation.

Benefits and Perquisites

Beyond base salary, the local 1549 clerical associate salary contract encompasses several benefits designed to support employees' health, financial security, and work-life balance.

Health Insurance and Retirement Plans

Most contracts include provisions for:

- Comprehensive health insurance covering medical, dental, and vision
- Retirement contributions through state or district-sponsored pension plans
- Life and disability insurance options

Paid Leave and Time Off

Clerical associates typically receive:

- Paid sick leave based on hours worked or tenure
- Vacation days, often accruing with service length
- Personal days for emergencies or personal matters
- Paid holidays aligned with district calendars

Additional Perks

Other contractual benefits may include:

- Tuition reimbursement programs
- Professional development stipends
- Employee assistance programs

Work Hours, Overtime, and Job Expectations

Standard Work Week

The contract specifies the typical work schedule, often:

- 40 hours per week, Monday through Friday
- Specific start and end times, with allowances for breaks

Overtime and Extra Hours

Provisions for overtime are clearly delineated:

- Overtime pay at premium rates (e.g., 1.5x regular pay)
- Authorization processes for extra hours
- Compensation for work beyond scheduled hours, especially during peak periods like start/end of school years

Job Responsibilities and Performance Standards

The contract also outlines expectations regarding:

- Administrative support tasks
- Data entry and record keeping
- Communication duties
- Maintaining confidentiality and professionalism

Performance evaluations tied to these standards could influence salary progression and job security.

Contract Negotiation and Union Representation

Role of Local 1549

Union representatives play a crucial role in bargaining for fair wages and working conditions. They:

- Engage in collective bargaining with district officials
- Advocate for members' rights and interests
- Ensure transparency and accountability in contract implementation

Recent Negotiation Outcomes

Recent negotiations have resulted in:

- Incremental increases in salary scales
- Enhanced benefits packages
- Clarifications on job roles and responsibilities

Members often participate in negotiations through surveys, committees, and meetings, ensuring their voices are heard.

Challenges and Ongoing Developments

Addressing Wage Disparities

One ongoing challenge is ensuring equitable pay across different schools and districts, especially considering:

- Variations in workload
- Cost of living differences
- Funding disparities

Union efforts continue to focus on closing these gaps.

Potential for Contract Revisions

As educational policies evolve, so too might the terms of the local 1549 clerical associate salary contract. Future considerations include:

- Adjustments for inflation
- Expanded benefits
- Job role modernization, including technology integration

Impact of External Factors

External economic factors, such as inflation rates or state funding cuts, can influence contract negotiations and implementation strategies.

Conclusion: The Significance of the Contract for Clerical Associates

The local 1549 clerical associate salary contract encapsulates more than just numbers; it embodies recognition of the essential contributions made by clerical staff within the school district. It establishes a framework for fair compensation, health benefits, and job security, all of which are integral to maintaining a motivated and effective workforce. As negotiations continue and the educational landscape shifts, the contract remains a vital instrument for safeguarding the rights and livelihoods of clerical associates.

Understanding its provisions helps members advocate for themselves, supports transparency, and fosters a culture of fairness and professionalism within the district. For stakeholders and observers, the contract also serves as a barometer of the district's commitment to valuing its employees and ensuring the smooth operation of educational services.

In summary, the local 1549 clerical associate salary contract is a comprehensive agreement that reflects the collective efforts of union representatives and district officials to establish equitable wages, benefits, and working conditions. Its ongoing updates and negotiations demonstrate a continuous commitment to improving the livelihoods of clerical staff, recognizing their indispensable role in the educational system.

Question What is the current salary range for clerical associates under Local 1549's contract? The current salary range for clerical associates in Local 1549's contract typically starts at \$X and can go up to \$Y, depending on experience and tenure. For precise figures, refer to the latest contract documents. When was the most recent contract agreement for Local 1549 clerical associates signed? The most recent contract agreement for Local 1549 clerical associates was signed in [Month Year], which includes updates on salary, benefits, and working conditions. Are there any scheduled raises or pay increases outlined in the current Local 1549 clerical associate contract? Yes, the current contract includes scheduled raises, such as a X% increase effective [date], and provisions for annual reviews that may lead to further increases. How does the clerical associate salary contract of Local 1549 compare to nearby districts? Compared to nearby districts, Local 1549's clerical associate salaries are generally competitive, with some districts offering slightly higher or lower pay depending on local agreements and cost of living factors. What benefits are included in the Local 1549 clerical associate salary contract? The contract includes benefits such as health insurance, retirement plans, paid time off, and professional development opportunities, in addition to the salary structure. How can clerical associates in Local 1549 negotiate for higher wages or better contract terms? Clerical associates can participate in union meetings, provide feedback during negotiations, and support collective bargaining efforts to advocate for higher wages and improved contract terms. Is the salary for clerical associates in Local 1549 adjusted for inflation or cost of living? Yes, the contract includes provisions for cost-of-living adjustments (COLA) that periodically increase salaries based on inflation indices. Where can I find the official copy of the Local 1549 clerical associate salary contract? Official copies of the contract are available through

the Local 1549 union office, their official website, or during union meetings and negotiations.

Related keywords: local 1549 salary, clerical associate contract, union contract 1549, NYC DOE clerical salary, Local 1549 wages, clerical associate pay scale, NY teachers union contracts, 1549 union negotiations, school clerical salary agreement, union salary negotiations

SHL CLERICAL TEST

shl clerical test: Your Complete Guide to Preparation and Success

The **shl clerical test** is an essential assessment used by many companies and recruitment agencies to evaluate candidates applying for clerical, administrative, and office support roles. This test helps employers gauge a candidate's suitability based on their skills in numeracy, verbal reasoning, attention to detail, and sometimes data entry capabilities. Preparing effectively for the SHL clerical test can significantly increase your chances of securing your desired role. In this comprehensive guide, we will explore everything you need to know about the SHL clerical test, including its format, preparation tips, practice resources, and strategies to excel.

Understanding the SHL Clerical Test

What is the SHL Clerical Test?

The SHL clerical test is a standardized assessment designed to evaluate key skills required for clerical and administrative roles. It is often part of the initial screening process during recruitment and is used by organizations across various industries including finance, healthcare, retail, and government sectors.

Why Do Employers Use the SHL Clerical Test?

Employers use this test to:

- Assess a candidate's essential skills objectively
- Ensure candidates meet the minimum requirements for the role
- Reduce the time and resources spent on unsuitable applicants
- Predict future job performance based on test results

Who Needs to Take the SHL Clerical Test?

Candidates applying for roles such as:

- Administrative Assistant
- Data Entry Clerk
- Receptionist
- Office Administrator
- Customer Service Representative

are typically required to undertake the SHL clerical test.

Format and Content of the SHL Clerical Test

Common Sections and Skills Assessed

The SHL clerical test generally comprises the following sections:

- Numerical Reasoning
 - Interpretation of data from tables, charts, and graphs
 - Basic arithmetic calculations
 - Understanding percentages, ratios, and proportions
- Verbal Reasoning
 - Reading comprehension passages
 - Analyzing statements and drawing conclusions
 - Identifying logical relationships and inconsistencies
- Attention to Detail
 - Spotting errors in data or text
 - Comparing information carefully

- Data Entry (if applicable)

- Quick and accurate typing
- Data validation exercises

Note: Not all tests include every section. The specific content may vary depending on the employer and job role.

Test Format and Duration

- Number of Questions: Typically between 20 and 50 questions
- Time Limit: Usually 20 to 30 minutes total
- Question Types: Multiple choice, drag and drop, or fill-in-the-blank

It is essential to manage your time effectively during the test to answer all questions confidently.

Preparing for the SHL Clerical Test

Effective Preparation Strategies

Preparing thoroughly can boost your confidence and improve your performance. Here are key strategies:

- Understand the Test Format: Familiarize yourself with the structure and types of questions.
- Practice Regularly: Use practice tests to simulate exam conditions.
- Review Basic Skills: Strengthen your numeracy, reading comprehension, and attention to detail.
- Learn Time Management: Practice answering questions within time limits to avoid last-minute rushing.
- Identify Weak Areas: Focus on improving skills where you struggle the most.
- Use Reliable Resources: Use official and reputable practice materials tailored for SHL tests.

Recommended Preparation Resources

- Official SHL Practice Tests: The most accurate representation of the actual exam.
- Online Practice Platforms: Websites like AssessmentDay, PracticeReasoningTests, or JobTestPrep.
- Mobile Apps: Many apps offer quick practice questions for on-the-go learning.

- Study Guides and Books: Books specifically designed for clerical and office skills assessment.

Practice Questions and Sample Tests

Sample Numerical Reasoning Question

Question:

A company's income increased from £20,000 to £25,000 over a year. What is the percentage increase?

Answer:

Percentage increase = $[(25,000 - 20,000) / 20,000] \times 100 = (5,000 / 20,000) \times 100 = 0.25 \times 100 = 25\%$

Sample Verbal Reasoning Question

Question:

Read the statement and determine if it is true or false:

"All clerical staff are required to have excellent communication skills."

Answer:

The statement is generally true, as communication skills are essential for clerical roles.

Sample Attention to Detail Question

Question:

Identify the error in the following data entry:

"23, 45, 67, 89, 102, 115"

Answer:

The sequence appears to be increasing by 22 each time, but 102 should follow 89 with an increase of 13, which indicates an inconsistency or possible typo.

Tips to Excel in the SHL Clerical Test

- **Read instructions carefully:** Ensure you understand what each question requires before answering.
- **Practice under timed conditions:** Simulate real test scenarios to improve your speed.
- **Stay calm and focused:** Maintain concentration throughout the test to avoid careless mistakes.
- **Prioritize easier questions:** Answer questions you find straightforward first, then tackle more challenging ones.
- **Review your answers:** If time permits, revisit questions to check for errors.

Post-Test: What Comes Next?

After completing the SHL clerical test, your results are typically evaluated quickly. Depending on your score and the employer's threshold, you may be:

- Invited for an interview
- Asked to complete additional assessments
- Not shortlisted if your performance falls below the required standard

It's important to prepare for the next stages of the recruitment process and to stay positive regardless of the outcome.

Final Thoughts

The **shl clerical test** is a pivotal step in the hiring process for many clerical and administrative positions. Proper understanding of its format, diligent practice, and strategic preparation are key to performing well. By utilizing available resources, managing your time effectively during the test, and maintaining confidence, you can enhance your chances of success. Remember, consistent preparation not only helps you excel in the test but also builds valuable skills that will serve you in your future role.

Good luck with your SHL clerical test preparation and future career endeavors!

Shl Clerical Test: Your Comprehensive Guide to Acing the Assessment

The SHL clerical test is a crucial step in many recruitment processes for administrative and clerical roles. Designed to evaluate a candidate's aptitude in skills such as numerical reasoning, verbal reasoning, data checking, and attention to detail, this assessment helps employers identify individuals who are best suited for the demanding nature of clerical duties. Whether you're applying

for an administrative assistant, data entry clerk, or office support position, understanding the structure and strategies for excelling in the SHL clerical test can significantly improve your chances of success.

What Is the SHL Clerical Test?

The SHL clerical test is a standardized assessment developed by SHL (a leading provider of psychometric testing and assessment solutions). Its primary purpose is to measure essential skills relevant to clerical roles, ensuring that candidates possess the necessary capabilities to perform efficiently in an office environment.

Key features of the SHL clerical test include:

- Multiple-choice questions
- Time-limited sections
- Focus on practical skills like data verification, numerical reasoning, and language comprehension
- Adaptable difficulty levels based on the candidate's performance

The test typically lasts between 20 to 30 minutes, depending on the specific version or employer requirements.

Why Is the SHL Clerical Test Important?

Employers use the SHL clerical test for several reasons:

- Objective assessment: It provides a standardized measure of a candidate's skills, reducing subjective bias.
- Skill verification: Ensures applicants have the required competencies before progressing further in the hiring process.
- Efficiency: Quickly filters out candidates who lack fundamental clerical skills, saving time and resources.
- Predictive validity: Studies suggest that performance on such tests correlates with job performance in administrative roles.

Understanding the importance of this assessment underscores the necessity of preparing thoroughly to perform at your best.

Structure of the SHL Clerical Test

The SHL clerical test typically comprises three main sections, though variations may exist depending on the employer:

- Numerical Reasoning

- Tests your ability to interpret, analyze, and manipulate numerical data.
- Common question types include charts, tables, and basic calculations.
- Example: "If the total number of documents processed last week was 120, and this was a 20% increase from the previous week, how many documents were processed then?"

- Verbal Reasoning

- Assesses understanding and comprehension of written information.
- Questions may involve reading passages and answering related questions.
- Example: "According to the passage, what is the primary responsibility of the administrative assistant?"

- Data Checking / Data Entry / Attention to Detail

- Focuses on accuracy and speed in verifying data or spotting errors.
- May involve reviewing lists, spreadsheets, or documents to identify inconsistencies or mistakes.
- Example: "Identify the errors in the following list of names and dates."

Note: Some versions may also include a logical reasoning or situational judgment component, but the core clerical test primarily emphasizes the above areas.

Key Skills Assessed in the SHL Clerical Test

Understanding what skills are evaluated can help you prepare effectively:

- Numerical skills: Ability to perform basic calculations, interpret data, and work with numbers.
- Verbal comprehension: Understanding written instructions and information.
- Attention to detail: Spotting errors, inconsistencies, or inaccuracies.
- Speed and accuracy: Managing time effectively while minimizing mistakes.

- Data verification: Ensuring data integrity and correctness.

Preparing for the SHL Clerical Test

Preparation is vital to perform confidently and secure the role you desire. Here are actionable strategies:

- Practice Sample Tests
 - Use official SHL practice materials or reputable third-party resources.
 - Simulate test conditions to build familiarity and reduce anxiety.
 - Focus on understanding question patterns and time management.
- Strengthen Numerical Skills
 - Review basic math operations: addition, subtraction, multiplication, division.
 - Practice interpreting data from charts, graphs, and tables.
 - Use online resources or apps offering timed math drills.
- Improve Verbal Reasoning
 - Read regularly to enhance comprehension.
 - Practice reading passages and answering questions quickly.
 - Develop skills in identifying main ideas, conclusions, and details.
- Enhance Attention to Detail
 - Practice proofreading texts and data sets.
 - Engage in activities that require careful observation, such as spot-the-difference puzzles.
 - Work on exercises that involve verifying data accuracy.
- Manage Your Time

- During practice, time yourself to complete sections within the allotted time.
- Develop strategies to allocate time based on question difficulty.
- Leave difficult questions for last to ensure you answer all manageable ones.

Tips for During the Test

- Read instructions carefully: Misunderstanding instructions can cost valuable time.
- Prioritize accuracy over speed: While time is limited, rushing can lead to mistakes.
- Keep an eye on the clock: Regularly check your progress.
- Answer easier questions first: Build confidence and secure quick points.
- Use process of elimination: Narrow down multiple-choice options to improve guessing odds.
- Stay calm and focused: Deep breaths and positive thinking can help maintain concentration.

Common Challenges and How to Overcome Them

| Challenge | Solution |

|-----|-----|

| Time pressure | Practice under timed conditions regularly |

| Difficulty with certain question types | Focus on targeted practice and review weak areas |

| Anxiety during the test | Prepare thoroughly, get good rest before the test day |

| Misreading questions | Read questions slowly and underline key information |

Post-Test: What Comes Next?

After completing the SHL clerical test, your results will typically be assessed by the employer or a third-party scoring system. Depending on your performance:

- You may be invited for an interview.
- Your scores might be compared with those of other candidates.
- Some employers may provide feedback or areas for improvement.

Remember, performing well in the test is just one part of the overall recruitment process. Demonstrating professionalism, communication skills, and enthusiasm during subsequent interviews can significantly enhance your chances of landing the role.

Final Words: Success Tips for the SHL Clerical Test

- Start preparing early: Don't leave studying until the last minute.
- Use official practice materials: They best simulate the actual test.
- Identify your weak areas: Focus on improving those skills through targeted practice.
- Maintain a positive attitude: Confidence can boost your performance.
- Stay healthy: Adequate sleep, nutrition, and hydration improve focus and mental agility.

By understanding the structure of the SHL clerical test and implementing a strategic preparation plan, you're positioning yourself for success. Remember, consistent practice and a calm mindset are your best tools to navigate this assessment and move closer to your clerical career goals.

Good luck!

Question What is the SHL clerical test designed to assess? The SHL clerical test evaluates candidates' skills in areas such as numerical reasoning, verbal reasoning, data entry, and attention to detail, which are essential for clerical roles. **How can I prepare effectively for the SHL clerical test?** Preparation can include practicing sample questions, improving your data entry speed, reviewing basic numerical and verbal reasoning skills, and familiarizing yourself with the test format through online practice tests. **What is the typical format of the SHL clerical test?** The test usually comprises multiple-choice questions covering numerical reasoning, verbal reasoning, and data entry tasks, with a timed component to assess your speed and accuracy. **How long does the SHL clerical test usually take?** The duration varies but generally ranges from 30 to 60 minutes, depending on the specific test version and sections included. **What skills are most tested in the SHL clerical exam?** Key skills tested include numerical data interpretation, verbal comprehension, attention to detail, data entry accuracy, and time management. **Are there practice tests available for the SHL clerical test?** Yes, numerous online platforms offer practice tests and sample questions to help candidates prepare effectively for the SHL clerical assessment. **What are common challenges faced during the SHL clerical test?** Candidates often struggle with time pressure, data accuracy, and complex numerical or verbal reasoning questions, emphasizing the need for thorough practice. **How important is accuracy versus speed in the SHL clerical test?** Both are crucial; the test aims to assess your ability to complete tasks accurately within a limited time, so balancing speed and precision is essential. **What scores are considered good on the SHL clerical test?** Scores are relative to the role and the employer's standards, but generally, achieving above the 70th percentile indicates strong performance, increasing your chances of success.

Related keywords: SHL assessment, clerical exam, office skills test, administrative test, clerical aptitude, SHL practice test, data entry test, typing test, clerical interview, SHL preparation

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