



City of Los Angeles

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City of Los Angeles Personnel Department

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TYPING CERTIFICATION REQUIREMENTS

Applicants for the position of **Police Service Representative** are required to submit a typing certification online to demonstrate they meet the minimum typing requirements. Candidates who fail to provide a typing certification online will be disqualified from the examination process. The City of Los Angeles Personnel Department will not be administering typing tests to candidates. The typing certification must be issued by an agency or an accredited school within the last 12 months.

The typing certification **must meet the minimum 32 net words per minute** and be scored according to the following method: 5 minute timed typing exercise, showing a gross rate of speed and a net speed calculated by deducting one (1) word per minute for each error in the exercise.

Certification may be in the form of a certificate, letter, or test results form and **must** contain the following:

- ***Agency's official emblem or watermark***
- ***Name of applicant***
- ***Number of minutes of the timed typing test***
- ***Number of gross words per minute***
- ***Number of net words per minute***
- ***Number of errors***
- ***Date of certificate***
- ***Signature of person certifying the certificate***
- ***Address and telephone number of agency***

The above information **MUST** be included on the certification. Applicants **WILL NOT** be contacted to correct the deficiency. Applicants **MUST** submit this document at the time of filing by attaching it to the online application. Applicants who fail to submit this document at the time of filing will not be considered further in this examination and their applications will not be processed.

On the next page is a list of suggested local agencies and schools that administer typing tests and issue certification. It is advised that you call first to see if an appointment is required to take the typing test. Additional agencies that may provide typing certification can be found on http://www.edd.ca.gov/Office_Locator by entering the desired zip code.

PLEASE VISIT THE LAST PAGE FOR FREQUENTLY ASKED QUESTIONS (FAQs).

Organization Name	5 minute Exam	CERTIFICATE, LETTER OR TEST RESULTS FORM PROVIDED	Cost	Hours
Gardena One Stop Center 16801 S. Western Avenue Gardena, CA 90247	YES	YES	NO COST	Monday – Thursday 8:00 a.m. – 5:00 p.m. Every Other Friday 8:00 a.m. – 4:00 p.m. (310) 538-7070
Inglewood One Stop Center 110 South LA Brea Avenue 3rd Fl. Inglewood, CA 90301	YES	YES	NO COST	By Appointment Only (310) 680-3700 Contact: Anna Gaxiola
South Bay One-Stop Business & Career Centers Carson 801 E Carson St #116 Carson, CA 90745	YES	YES	NO COST	Monday-Friday 8:00 a.m. - 5:00 p.m. (310)-680-3870 By Appointment Only
Foothill Workforce Development Board 1207 E Green St, Pasadena, CA 91106	YES	YES	NO COST	Monday-Friday 8:00 a.m. – 5:00 p.m. (626)-796-5627
Burbank Employment Connection 100 N Glenoaks Blvd Burbank, CA 91502	YES	YES	\$ 7 Cash	Monday-Friday (818) 238-5627
Inglewood One-Stop 110 South La Brea Ave. Inglewood, CA 90301	YES	YES	FREE	Monday – Friday 8:00 a.m. – 5:00 a.m. (310) 680-3700

POLICE SERVICE REPRESENTATIVE-FAQs

1. How do I attach my typing certificate to my application?

You must attach an electronic copy of your certificate on the Attachments section of your application. **HOWEVER, you cannot add any attachments once you hit the "SUBMIT" button on your application. Make sure that your typing certificate is attached before you submit your application online.** Once you receive your typing certificate, scan the certificate and save it as a PDF or JPEG (.jpg - photo), to your computer. In your application, go to the Attachment section and select "Add Supplemental Attachment". A drop down menu will appear. You may click either "License" or "Other" as your selection to attach your certificate. Once you click either option, you will be asked to locate your saved typing certificate on your computer. Open the document and your certificate will upload to the application. Once you have uploaded, select "Next" to continue with the application process.

2. Are the agencies listed on the bulletin link the only ones that I can use to obtain the typing certificate? No, these are only suggested local agencies. Additional agencies that may provide typing certification can be found on http://www.edd.ca.gov/Office_Locator by entering the desired zip code.

3. How do I find out if the school I want to use is accredited? Accredited schools are Community Colleges, Occupational Centers, Adult Schools, Colleges and Universities. Please visit this link <http://per.lacity.org/Accredited%20Institutions%2008-21-08.pdf> for further accreditation information.

4. I took a typing course in high school. Will this suffice?

The typing certification must be issued by an agency or an accredited school within the last 12 months. The typing certification must be a 5 minute timed typing test and must meet the minimum 32 net words per minute. Please scroll to the first page above for more detailed information on what the certification must contain.

5. I paid to receive a typing certificate. Am I guaranteed an opportunity to take the exam?

In accordance with Civil Service Rule 4.2, all applicants who apply may not be tested in this examination. To meet anticipated hiring needs, only a limited number of qualified applicants will be invited to participate in the written test in the following order: 1) Los Angeles City Promotional applicants who meet the minimum requirements. You must have received a regular appointment to a City position or be on a reserve list to apply for this examination as a promotional candidate; 2) Applicants currently employed by the City of Los Angeles on a part-time or exempt basis who meet the minimum requirements; 3) Remaining applicants who meet the minimum requirements in sufficient numbers to meet hiring needs in the order that applications were received. Applications submitted during the filing period will be kept on file for two years from May 13, 2016 in the event that additional applicants need to be tested to meet hiring needs.

6. Will the City of Los Angeles reimburse me if I pay to receive my typing certificate?

No, the City will not reimburse the cost incurred in obtaining a typing certification. In some cases, agencies provide typing certification at no cost. Please scroll to the page above for a list of suggested agencies that provide typing certification and the associated cost.

7. I will not be able to submit my typing certificate at the time of submitting my application. Will I receive an extension to submit the certificate? No, extensions to submit a copy of the typing certificate will not be granted. Applicants who do not submit their typing certificates at the time of filing will be disqualified from the examination.