



CITY OF TORRANCE

CANDIDATES RIGHTS IN THE EXAMINATION PROCESS (CIVIL SERVICE POSITIONS)

As part of the examination process, candidates have the right to inspect and review a copy of a multiple choice written test with the correct answers marked, providing the test is **not** standardized or validated. You may review the test during the **three** working (business) day period immediately following the group administration of the test for non-safety positions; and the **five** working (business) day period for safety positions. If the test is standardized or validated, review is prohibited.

You may file a protest to a multiple choice written test for the following reasons: Correctness of the keyed answer; job relatedness of the question; procedures followed in the administration of the test. **Multiple choice written test protests must be submitted by the end of the three working (business) day review period for General Employees (non-safety) positions and five working (business) day review period for Police and Fire (public safety) positions.**

You also have the right to protest other types of tests such as performance, essay, oral (interview), or other tests, which by their nature are not reviewable. You may protest such tests if you question the fairness or appropriateness of the test or the test procedures, and can offer specific and substantial reasons for your objections. **Protests for performance, essay, oral, or other tests must be submitted by the end of the next business day following the administration of the test.**

An applicant may file an appeal to an eligible list within ten calendar (10) days of the approval of the list; and appeals must state the specific reasons.

All appeals/protests must be in writing and submitted to the Torrance Civil Service Commission, Attention: Kelli Lee, Civil Service Manager, 3231 Torrance Boulevard, Torrance, California 90503, or via email at CivilServiceCommission@TorranceCA.Gov, or by fax at (310) 618-2726.

For questions about the protest process and procedure, please call the Civil Service Commission staff at (310) 781-7593 or (310) 618-2967 or go to <https://www.torranceca.gov/government/human-resources/your-rights-during-the-examination-process>