

Practice Tasks

Understanding of Instructions



How To Use This Document

General Information

This document is designed to support you in preparing for your online verbal reasoning assessment. It provides an overview of the assessment explaining what it measures and how it works.

It also provides 5 practice questions. After these practice questions, solutions and rationale have been provided to help you gain a deeper understanding. We would encourage you to attempt all the practice questions without looking at the solutions first.

Understanding of Instructions

Aon's Understanding of Instructions assessment measures your aptitude for understanding written information and evaluate the truthfulness of statements on the basis of the given data.

In the assessment, you will receive instructions along with some practice tasks that you can take as many times as you like before you start the actual assessment.

How Does The Assessment Work?

You are presented with multiple text tabs providing information in the form of instructions. You are also presented with a series of statements. Your task is to determine whether the statements are correct based on the instructional information provided.

The information in the text tabs will not change during the test and the correct tab for each statement will automatically be pulled up.

Every statement has two answer options: TRUE and FALSE. Select TRUE if the statement is absolutely true based on the given instructions. Otherwise select FALSE. You can navigate through the different statements, but it is recommended to work on the tasks in the predefined order.

The test is preceded by specific examples to help you understand the system.

Guidance for the Practice Questions

The actual assessment you will take is timed, but you are not expected to answer all the questions – you just need to work quickly and accurately, to try to get as many correct as possible in the time provided. As such, there is no specific time limit in the practice tests. Try to focus and complete them quickly in a single session.

You should write down your answers as you work through, so that you can compare your answers to the solutions at the end.

In the actual assessment there will be several topics that you will need to refer to. During the time limit, you are likely to become familiar with the different sheets and the information contained within them.

To continue to practice, spend time trying to interpret written information, particularly instructions for processes you are not familiar with. You may wish to spend more time reviewing the example data provided here and asking yourself what it can tell you, and what it can't tell you.

Practice Tasks

Example 1



AIRPORT SECURITY

To avoid unnecessary delays, airports have put in place specific security procedures that must be followed by passengers travelling through them:

Check the weight and size restrictions for your cabin luggage. The information can be found on the left hand-side of the airport entrance. Do not pack the following items in your cabin luggage: darts, paint, scissors, umbrellas or explosives.

Once you reach the airport's security check area, ensure your cabin luggage is ready to be scanned. To avoid bags getting jammed on the scanner's conveyor belt, please tie up or remove all loose straps, retract or secure extendable handles and remove old tags and barcodes. Remove all electronic devices from your bag and place them on a separate tray. Liquids must be placed in a transparent plastic bag, have one ready or request a bag from the security staff.



Passengers are requested to retract or secure extendable handles to ensure bags do not get jammed on the security scanner conveyor belt.

TRUE

FALSE

Example 2



DIRECTIONS TO "LONSDALE ZOO"

By bus

The following bus routes operate from the city's main train station:

- 91 Southbound towards Silver Lane: Get off at Regent Street bus stop
- 4 Eastbound towards Prince Albert Market: Get off at Colindeep Avenue bus stop

By car

If travelling from the North, take the A5 road for approximately 30 minutes and exit at Junction 3. Follow the signs for Lonsdale Zoo. When you arrive, look for directions to the car park located on Colindeep Avenue.

If travelling from the South/East, take the A20 road for approximately 25 minutes and exit at Junction 2. Follow the signs for Lonsdale Zoo. When you arrive, look for directions to the car park located on Regent Street.



The 91 Northbound bus towards Silver Lane will take you from the main train station to Lonsdale Zoo.

TRUE

FALSE

Example 3



WORKPLACE HYGIENE

The government provides the following guidelines to employers looking to implement adequate workplace hygiene processes.

Cleaning the workplace: Identify frequently touched surfaces, equipment and workstations and set out clear guidelines for cleaning and disinfecting them. Decide which cleaning products are best suited to your work environment. If you make any changes to your pre-defined cleaning regime, note this down and provide clear reasoning for the change.

Handwashing and using hand sanitizer: Utilize signs and posters that advise on good handwashing techniques. Companies are required to place at least one per floor, and additionally one in each bathroom. Provide handwashing facilities with running water, antibacterial soap and paper towels/ hand dryers. Place hand sanitizers in areas where people are unable to wash their hands.



Hand sanitizers must be placed in areas with handwashing facilities nearby.

TRUE

FALSE

Example 4



PLANNING A LOCAL EVENT

Event organizers are responsible for ensuring that people attending are safe and that the impact on local roads and amenities are well managed. Three clear stages need to be followed:

Stage 1 - Pre-planning: Decide what you want to achieve in hosting the event and create an action plan. Keep a record of all details necessary to run the event safely and successfully. Establish an event committee and assign tasks and responsibilities accordingly.

Stage 2 - Final preparations: Ensure access, emergency and exit routes are clearly marked. Make sure movement around the site is sufficient for the number of people attending. Run an inspection and record all potential hazards.

Stage 3 - After the event: Run a final inspection of the site after clean-up to ensure everything has been left in order after the event. Evaluate the success of the event by noting down what went well and what can be improved for future events.



One of the three necessary stages for planning an event requires that tasks and responsibilities be assigned.

TRUE

FALSE

Example 5



REPOTTING AN ORCHID

Orchids grow differently from other houseplants and because of this, special care is needed when repotting to avoid damaging them.

First, choose a new pot that is an inch larger than the one currently in use. Place your orchid potting mix into a large bowl and cover it with boiling water. Allow the water to reach room temperature, then drain the potting mix. Next, make a solution of $\frac{1}{4}$ parts household bleach and $\frac{3}{4}$ parts water in which to soak your new pot and any tools you might use. This will ensure all bacteria and germs are eliminated. Wash your hands before you proceed.

Hold your orchid and gently pull away its current pot. Once the roots are released, wash them in room temperature water and using sharp scissors, cut off brown or rotting roots. Fill the new, disinfected pot, with the soaked potting mix and place the plant so that the base is right at the top of the mix. Use a narrow stick to help push bits of the potting mix in between the roots.



The orchid potting mix needs to be covered in a solution of household bleach and water before repotting to ensure bacteria and germs are eliminated.

TRUE

FALSE

Solutions & Rationale

Example 1 - Solution



AIRPORT SECURITY

To avoid unnecessary delays, airports have put in place specific security procedures that must be followed by passengers travelling through them:

Check the weight and size restrictions for your cabin luggage. The information can be found on the left hand-side of the airport entrance. Do not pack the following items in your cabin luggage: darts, paint, scissors, umbrellas or explosives.


Once you reach the airport's security check area, ensure your cabin luggage is ready to be scanned. **To avoid bags getting jammed on the scanner's conveyor belt, please tie up or remove all loose straps, retract or secure extendable handles** and remove old tags and barcodes. Remove all electronic devices from your bag and place them on a separate tray. Liquids must be placed in a transparent plastic bag, have one ready or request a bag from the security staff.

Statement: Passengers are requested to retract or secure extendable handles to ensure bags do not get jammed on the security scanner conveyor belt.

Answer: True

Rationale: The highlighted sentence clearly states that passengers should, amongst other actions, retract or secure extendable handles to avoid bags getting jammed on the scanner's conveyor belt.

Example 2 - Solution



DIRECTIONS TO “LONSDALE ZOO”

By bus

The following bus routes operate from the city’s main train station:

- 91 Southbound towards Silver Lane: Get off at Regent Street bus stop
- 4 Eastbound towards Prince Albert Market: Get off at Colindeep Avenue bus stop

By car

If travelling from the North, take the A5 road for approximately 30 minutes and exit at Junction 3. Follow the signs for Lonsdale Zoo. When you arrive, look for directions to the car park located on Colindeep Avenue.

If travelling from the South/East, take the A20 road for approximately 25 minutes and exit at Junction 2. Follow the signs for Lonsdale Zoo. When you arrive, look for directions to the car park located on Regent Street.

Statement: The 91 Northbound bus towards Silver Lane will take you from the main train station to Lonsdale Zoo.

Answer: False

Rationale: The highlighted sentence clearly states that the 91 Southbound bus towards Silver Lane will take you from the main station to Lonsdale Zoo.

Example 3 - Solution



WORKPLACE HYGIENE

The government provides the following guidelines to employers looking to implement adequate workplace hygiene processes.

Cleaning the workplace: Identify frequently touched surfaces, equipment and workstations and set out clear guidelines for cleaning and disinfecting them. Decide which cleaning products are best suited to your work environment. If you make any changes to your pre-defined cleaning regime, note this down and provide clear reasoning for the change.

Handwashing and using hand sanitizer: Utilize signs and posters that advise on good handwashing techniques. Companies are required to place at least one per floor, and additionally one in each bathroom. Provide handwashing facilities with running water, antibacterial soap and paper towels/ hand dryers. **Place hand sanitizers in areas where people are unable to wash their hands.**

Statement: Hand sanitizers must be placed in areas with handwashing facilities nearby.

Answer: False

Rationale: The highlighted sentence clearly states that hand sanitizers need to be placed in areas where people are not able to wash their hands, meaning no handwashing facility is nearby. Companies may, but are not required to, place hand sanitizers in areas with handwashing facilities.

Example 4 - Solution



PLANNING A LOCAL EVENT

Event organizers are responsible for ensuring that people attending are safe and that the impact on local roads and amenities are well managed. Three clear stages need to be followed:

Stage 1 - Pre-planning: Decide what you want to achieve in hosting the event and create an action plan. Keep a record of all details necessary to run the event safely and successfully. Establish an event committee and assign tasks and responsibilities accordingly.

Stage 2 - Final preparations: Ensure access, emergency and exit routes are clearly marked. Make sure movement around the site is sufficient for the number of people attending. Run an inspection and record all potential hazards.

Stage 3 - After the event: Run a final inspection of the site after clean-up to ensure everything has been left in order after the event. Evaluate the success of the event by noting down what went well and what can be improved for future events.

Statement: One of the three necessary stages for planning an event requires that tasks and responsibilities be assigned.

Answer: True

Rationale: The highlighted sentence clearly states that during the first stage of planning an event, a committee needs to be established. Tasks and responsibilities will then need to be assigned to the members accordingly.

Example 5 - Solution



REPOTTING AN ORCHID

Orchids grow differently from other houseplants and because of this, special care is needed when repotting to avoid damaging them.

First, choose a new pot that is an inch larger than the one currently in use. Place your orchid potting mix into a large bowl and cover it with boiling water. Allow the water to reach room temperature, then drain the potting mix. Next, make a solution of $\frac{1}{4}$ parts household bleach and $\frac{3}{4}$ parts water in which to soak your new pot and any tools you might use. This will ensure all bacteria and germs are eliminated. Wash your hands before you proceed.

Hold your orchid and gently pull away its current pot. Once the roots are released, wash them in room temperature water and using sharp scissors, cut off brown or rotting roots. Fill the new, disinfected pot, with the soaked potting mix and place the plant so that the base is right at the top of the mix. Use a narrow stick to help push bits of the potting mix in between the roots.

Statement: The orchid potting mix needs to be covered in a solution of household bleach and water before repotting to ensure bacteria and germs are eliminated.

Answer: False

Rationale: The highlighted sentences clearly states that the potting mix should be covered with boiling water, whereas the household bleach and water solution is used to disinfect the new pot and tools.