General civil-service aptitude: study guide

Government and civil service · suite apt-001-general-civil-service-aptitude · generated 2026-09-15T13:55:39.508Z

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> Answer keys and scoring logic stay server-side and are never included in any download or export.

How to use this guide

This file contains the whole study outline for this suite: every skill it draws on, the full lesson for each of those skills, worked examples, practice tips, a glossary, and where each piece of material comes from. Nothing here is a summary of a page you still have to visit.

1. Read the skills section end to end once, without timing yourself.
2. Work the guided practice mode for the suite, using the practice tips as a checklist.
3. Move to the mini-test only when guided practice feels unhurried.
4. Sit the full simulation last, once, in the conditions you expect on the day.

Practice attempts are stored on the device you used, never on an account. Exporting a result is the only way anything leaves that device.

Practice modes and durations

Practice modes for General civil-service aptitude

Mode	Duration	What it is for
Guided practice	15 minutes	Untimed, with feedback after every item.
Mini-test	18 minutes	A short timed set for checking pace.
Full simulation	45 minutes	Full length and full time, in one sitting.

- Start guided practice: https://learn.novusstreamsolutions.com/aptitude/practice/new?bank=apt-001-general-civil-service-aptitude&mode=guided
- Start mini-test: https://learn.novusstreamsolutions.com/aptitude/practice/new?bank=apt-001-general-civil-service-aptitude&mode=mini
- Start full simulation: https://learn.novusstreamsolutions.com/aptitude/practice/new?bank=apt-001-general-civil-service-aptitude&mode=full

Skills covered, in full

This suite draws on 4 skill constructs. Each one below carries its complete lesson.

Numerical reasoning

Arithmetic, fractions, percentages, ratios, rates, estimation, word problems, and number relationships.

Numerical reasoning is the ability to take a small set of supplied numbers (a price list, a staffing table, a fuel figure), and reach a defensible answer in around ninety seconds without a formula sheet. It is the most widely used quantitative section in graduate, management and public-sector screening, and it appears in banking, retail, armed forces and healthcare entry batteries alike. The arithmetic itself is deliberately ordinary: percentages, ratios, rates and averages. What is actually being measured is whether you pick the right operation quickly, keep the units straight, and answer the question that was asked rather than the one you started computing. Practice here is device-local: no account, and nothing leaves this device unless you export it.

What you should be able to do after this lesson:

1. Move between fractions, decimals, percentages and ratios on sight, and pick whichever form makes a given item fastest (12.5 percent as one eighth, 33.3 percent as one third).
2. Apply percentage change in both directions, including recovering an original figure from a post-increase total, and combine successive changes multiplicatively rather than by adding them.
3. Split a total in a stated ratio by counting parts first, and work backwards from a stated difference between two shares.
4. Solve rate problems (speed, unit price, consumption, combined work rates) by carrying units through every intermediate line so the units of the answer prove the method.
5. Produce a one-significant-figure estimate before computing, and use it to eliminate the distractors built from the common wrong operations.
6. Read a multi-step stem and name, in one sentence, the single quantity the final question asks for before touching the numbers.

Worked examples and pitfalls

Reverse percentages: the item most candidates get backwards: A subscription price rose by 15 percent and now stands at 57.50 pounds. What was it before? The correct move is to divide, not subtract: the new price is 115 percent of the old, so the old price is 57.50 / 1.15 = 50.00. Check it forwards: 15 percent of 50 is 7.50, and 50 + 7.50 = 57.50. The tempting wrong answer takes 15 percent of the NEW figure, 0.15 x 57.50 = 8.625, and reports 48.88. That distractor is always on the option list because it is what most people do under time pressure, and it is wrong by 2.25 percent, small enough to look plausible. The same asymmetry drives the successive-change item: a price that rises 20 percent and then falls 20 percent does not return to where it started. Multiply the factors: 1.20 x 0.80 = 0.96, a net fall of 4 percent. Starting at 500 pounds you get 600 then 480, not 500. Percentages compose by multiplication; they never add.

Ratio splits: count the parts before you divide: A 4,830 pound budget is split between three teams in the ratio 3:5:6. Add the parts first: 3 + 5 + 6 = 14. One part is 4,830 / 14 = 345. The shares are 3 x 345 = 1,035, 5 x 345 = 1,725 and 6 x 345 = 2,070, and they sum back to 4,830, which is the check you should always run. Two classic failures. The first is dividing by 3 because there are three teams. That gives 1,610 each and ignores the ratio entirely. The second is treating 5 as a fraction and computing five sixths or five fourteenths of something other than the total. The more interesting version of this item gives you a difference instead of the total: 'the second team receives 690 pounds more than the first, what is the whole budget?' The difference between the shares is 5 - 3 = 2 parts, so one part is 690 / 2 = 345, and the budget is 14 x 345 = 4,830. Same number, reached from the other end, and the arithmetic is trivial once you have made the parts explicit.

Rates and units: 2 h 15 min is 2.25, not 2.15: A delivery van covers 174 km in 2 hours 15 minutes. Average speed is distance over time, and the time must be in hours: 15 minutes is 15/60 = 0.25 h, so 174 / 2.25 = 77.3 km/h. Type 2.15 into the calculator instead and you get 80.9 km/h: an error of roughly 4.7 percent that sits comfortably inside the plausible range and will match one of the options. Now extend it. The van consumes 8.6 litres per 100 km, so the trip needs 174 x 8.6 / 100 = 14.964 litres, and at 1.48 pounds per litre that is 14.964 x 1.48 = 22.15 pounds. Notice the units doing the work: (km) x (L / 100 km) leaves litres; (L) x (pounds / L) leaves pounds. If your intermediate line has km still attached at the end, you have divided when you should have multiplied. Write the unit next to every number and the method checks itself.

Unit pricing: normalise before you compare: Three pack sizes of the same fluid. Pack A: 750 ml for 3.60 pounds. Pack B: 2 litres for 9.40. Pack C: 1.5 litres for 7.20. Convert all three to price per litre. A: 3.60 / 0.75 = 4.80 per litre. B: 9.40 / 2 = 4.70. C: 7.20 / 1.5 = 4.80. So B is cheapest by 10p a litre, and A and C are identical despite looking like different deals. The 'bigger pack is cheaper' heuristic happens to hold here but is not a rule, and test writers know it. Half of these items are built specifically so the largest pack loses. Now add the multibuy that these questions love: pack A is on three-for-two. Three packs give 2.25 litres for the price of two, 7.20 pounds, which is 7.20 / 2.25 = 3.20 per litre and beats everything. The trap in the multibuy version is dividing by the number of packs paid for rather than the volume received.

Combined work rates: add rates, never times: Printer A completes a 3,000-page run in 50 minutes; printer B completes the same run in 75 minutes. Running together, how long? Convert to rates: A prints 3,000 / 50 = 60 pages per minute, B prints 3,000 / 75 = 40 pages per minute, and together they print 100 pages per minute, so the job takes 3,000 / 100 = 30 minutes. Verify by counting output: in 30 minutes A produces 1,800 pages and B produces 1,200, which is 3,000 exactly. The two wrong answers you will see on the option list are 62.5 minutes (the average of 50 and 75) and 125 minutes (the sum). Both are impossible on inspection: two machines working together must finish faster than the faster machine alone, so any answer above 50 minutes is wrong before you compute anything. The general form is 1 / (1/50 + 1/75), and it is worth being able to write that line directly, but the sanity bound catches the error faster than the algebra does.

Estimate first, then compute: killing distractors in ten seconds: 'A department spent 847,300 pounds in 2024. In 2025 the budget fell by 12.5 percent. What was the 2025 spend?' Options: 741,387.50 / 953,212.50 / 105,912.50 / 762,570. Estimate before anything else: 12.5 percent is exactly one eighth, one eighth of roughly 850,000 is roughly 106,000, so the answer is roughly 744,000. That single line eliminates three options. 953,212.50 applied the change upwards. 105,912.50 is the size of the reduction, not the resulting spend: the 'answered the wrong question' distractor, and the most commonly selected wrong option on items of this shape. 762,570 is a 10 percent cut, planted for anyone who misread the rate. Exact working: 847,300 x 7/8 = 5,931,100 / 8 = 741,387.50. Doing it as a fraction avoids the decimal multiplication altogether. Learn the fraction equivalents cold (12.5 percent is 1/8, 16.7 percent is 1/6, 37.5 percent is 3/8, 62.5 percent is 5/8) because a fraction turns most percentage items into one division.

How to practise this skill

- Memorise the fraction-to-percentage table up to eighths and twelfths. Almost every 'nasty' percentage on these tests is a clean fraction in disguise, and the fraction route is two or three times faster than decimal multiplication.
- Write the unit beside every intermediate number, including the ones you keep in your head. Most numerical errors on timed sections are unit errors, not arithmetic errors, and units are the only cheap way to catch them.
- Rehearse reverse percentages as their own drill until dividing by 1.15 feels more natural than subtracting 15 percent. It is a single, identifiable technique that accounts for a disproportionate share of lost marks.
- Before selecting, re-read the last clause of the stem out loud. 'By how much did it fall' and 'what was it after the fall' have different answers, and both are always on the option list.

- Keep an error log with four columns (misread the question, wrong operation, unit slip, arithmetic slip), and tally which one you actually commit. Three sessions is usually enough to show that one column dominates, and that is the column to train.
- Work untimed until your method is stable, then add the clock in stages: generous, then realistic, then 20 percent tighter than the real test. Attempts stay on this device, so a slow first pass costs nothing.

Glossary

Percentage point: The arithmetic difference between two percentages. A rate moving from 4 percent to 5 percent rises by one percentage point but by 25 percent in relative terms; questions specify which they want and the two answers are both on the option list.

Reverse percentage: Recovering an original amount from a figure that already includes a percentage change, by dividing by the multiplier (1.15 for a 15 percent rise, 0.88 for a 12 percent fall) rather than subtracting the percentage from the new figure.

Multiplier (decimal factor): The single number a quantity is multiplied by to apply a percentage change: 1.20 for plus 20 percent, 0.80 for minus 20 percent. Successive changes are handled by multiplying the factors, which is why plus 20 then minus 20 gives 0.96, not 1.

Ratio part: One unit of a ratio split. Dividing the total by the sum of the ratio terms gives the value of one part; every share and every difference between shares is then a whole number of parts.

Unit rate: A quantity expressed per one of something: price per litre, pages per minute, litres per 100 km. Comparisons are only valid once every option has been converted to the same unit rate.

Combined rate: The sum of two or more individual rates working simultaneously. Times cannot be added or averaged; only rates add, and the combined time is the total work divided by the combined rate.

Significant figure estimate: Rounding every input to one meaningful digit to get an approximate answer in a few seconds. Its purpose is not accuracy but elimination: it removes any option that is off by a factor or has the sign of the change wrong.

Distractor: A wrong option written deliberately to match a specific predictable error: subtracting instead of dividing, reporting the change instead of the result, averaging instead of combining rates. Recognising the pattern is often faster than recomputing.

Study this next

- Numerical reasoning skill hub: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning
- Numerical reasoning practice in the Cognitive Skills Lab: https://learn.novusstreamsolutions.com/cognitive-skills/numerical-reasoning
- Data interpretation lesson: https://learn.novusstreamsolutions.com/aptitude/skills/data-interpretation/lesson
- Office numeracy suite: https://learn.novusstreamsolutions.com/aptitude/tests/office-numeracy
- Finance, accounting and insurance careers: https://learn.novusstreamsolutions.com/careers/families/finance-accounting-and-insurance
- Numerical reasoning lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning/lesson

Where this material comes from

- All worked figures above were written and checked for Novus Learn. Every division, ratio split and rate calculation in this lesson was verified by recomputing it in the reverse direction.
- Conventions only (percentage point, unit rate, significant figures) cross-checked against standard public references such as the Wikipedia articles 'Percentage', 'Ratio' and 'Rate (mathematics)'. No item text is

drawn from any published test.
- Novus Learn aptitude construct registry (catalog seed) for construct scope and suite mapping.
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Verbal reasoning

Drawing conclusions from written information without relying on outside assumptions.

Verbal reasoning is the discipline of answering strictly from a passage: deciding whether a statement is True, False, or Cannot Say on the evidence given, and refusing to import anything you happen to know about the topic. It is the workhorse construct in graduate and civil-service screening, banking and consulting sifts, and language-focused public-service batteries, where a passage about parcel volumes or grant conditions is followed by four statements to classify. The same discipline is what stops a contract review, a grant assessment or an incident summary from quietly acquiring facts nobody wrote down. Practice here is device-local: no account, and nothing leaves this device unless you export it.

What you should be able to do after this lesson:

1. Classify a statement as True, False, or Cannot Say, and state in one sentence which words in the passage force the classification.
2. Explain the difference that costs the most marks: 'Cannot Say' means undetermined by the passage, while 'False' means contradicted by it.
3. Spot quantifier drift between passage and statement (all, some, most, only, none) and show why 'all A are B' never licenses 'all B are A'.
4. Refuse a causal upgrade: recognise when a passage reports co-occurrence or sequence and a statement claims cause.
5. Separate what a passage asserts from what it reports somebody else asserting, and classify statements about each correctly.
6. Do the small arithmetic hidden inside verbal items - percentage changes, fractions of a stated total - without leaving the passage for outside data.

Worked examples and pitfalls

The three-way rule on one short passage: Passage: 'The Riverton depot handled 4,200 parcels in March, a 12 percent increase on February. A night shift was introduced in January; in March it processed 40 percent of the parcels the depot handled.' Now take four statements. (1) 'The depot handled 3,750 parcels in February.' February is March divided by 1.12: 4,200 / 1.12 = 3,750 exactly, so this is True - the passage determines it even though the number is not printed. (2) 'The night shift caused the March increase.' Cannot Say. The passage puts the night shift and the increase in the same depot in the same period; it never claims one produced the other, and it never denies it either. Most candidates mark this False, reasoning correctly that correlation is not causation but then choosing the wrong label: False is reserved for statements the passage contradicts. (3) 'The night shift processed more than 1,700 parcels in March.' Forty percent of 4,200 is 1,680, which is not more than 1,700, so this is False - contradicted by arithmetic on the passage's own figures. (4) 'The depot handled more parcels in March than in January.' Cannot Say: January is mentioned only as the month the shift started, and no January volume is given.

Quantifier drift and illicit conversion: Passage: 'All accredited suppliers submit quarterly audits. Some suppliers in the northern region are accredited.' Statement A: 'Some suppliers in the northern region submit quarterly audits.' True, and it is worth seeing why the chain holds: at least one northern supplier is accredited, and every accredited supplier submits, so at least one northern supplier submits. Statement B: 'Every supplier that submits quarterly audits is accredited.' This reverses the first sentence. 'All accredited suppliers submit' leaves the door wide open for unaccredited suppliers to submit as well - perhaps voluntarily, perhaps under another rule - so the answer is Cannot Say. Turning 'all A are B' into 'all B are A' is called illicit conversion and it is the single most productive trap in this format, because the reversed sentence sounds like a paraphrase. Statement C: 'No unaccredited supplier submits quarterly audits' is the same reversal wearing a negative coat, and it is Cannot Say for the same reason. Statement D: 'All northern suppliers submit quarterly audits' is also Cannot Say: 'some are accredited' says nothing about the rest.

Asserted versus reported: Passage: 'The committee's report claims that the scheme cut waiting times by a third. Two of the four regional boards have disputed that figure.' Statement A: 'The scheme cut waiting times by a third.' Cannot Say. What the passage asserts is that a report claims this; the claim's truth is never settled, and the dispute does not settle it either. Statement B: 'At least two regional boards disagree with the report's waiting-time figure.' True, and note 'at least' - the passage says two disputed it, and two of four disputing is consistent with 'at least two'. Statement C: 'All four regional boards accept the figure.' False, directly contradicted. Statement D: 'The report is wrong.' Cannot Say. This item type appears constantly in policy and diplomacy passages, where a paragraph stacks a claim, a source, and a reaction, and the reader has to keep three different truth-conditions apart. The reliable habit is to underline the reporting verb - claims, argues, estimates, alleges, projects - and remember that everything downstream of it belongs to the source, not to the passage.

Percentages are not symmetric: Passage: 'Membership fell from 8,000 to 6,000 over two years, then recovered by 25 percent in the third year.' Statement: 'Membership at the end of year three was higher than at the start.' The fall is 2,000 on a base of 8,000, which is 25 percent. The recovery is 25 percent of the new base: 6,000 x 1.25 = 7,500. That is below 8,000, so the statement is False. The trap is elegant, because a 25 percent fall followed by a 25 percent rise feels like it should cancel. It does not: to get back from 6,000 to 8,000 you need a 33.3 percent rise, since 2,000 / 6,000 = 0.333. Whenever a verbal item states a change as a percentage, write down what the percentage is a percentage of before you touch it. A related version supplies the recovery as an absolute number instead - 'recovered by 2,000 members' - which does return the total to 8,000, and candidates who answered the first version from memory get the second one wrong.

Verbal analogies: name the relation as a sentence: Item: 'ANTISEPTIC is to INFECTION as ___ is to ___.' Options: (a) vaccine : immunity, (b) insulation : heat loss, (c) medicine : illness, (d) bandage : wound. Write the stem relation as a full sentence first: 'An antiseptic is applied in order to prevent an infection from occurring.' Now test each option against that exact sentence. Option (a) runs the other way - a vaccine is given to produce immunity, not to prevent it. Option (c) is the right family but the wrong specificity: medicine typically treats an illness that has already started. Option (d) is applied after the wound exists. Option (b) fits precisely: insulation is applied in order to prevent heat loss from occurring. The general method is the same on the simpler item types. 'BOOK is to LIBRARY as PAINTING is to ___' has canvas (the material), artist (the maker), and gallery (the place a collection is kept and shown) among its options; all three are genuine relations to 'painting', and only the third matches the stem sentence. Options in analogy items are chosen to be true statements about the words, just not the stated relation.

Two premises with 'some' prove nothing: Argument: 'Some depot managers are qualified engineers. Some qualified engineers hold a rigging certificate. Therefore some depot managers hold a rigging certificate.' This is invalid, and the way to prove it is a counter-model rather than an argument. Let the depot managers be Ana and Ben; let the qualified engineers be Ben and Cara; let the certificate holders be Cara alone. Premise one holds: Ben is a manager and an engineer. Premise two holds: Cara is an engineer with the certificate. The conclusion fails: neither Ana nor Ben holds the certificate. Since a single consistent world makes both premises true and the conclusion false, the argument cannot be valid, so in a True / False / Cannot Say framing the conclusion is Cannot Say. Two premises that both begin 'some' never combine into a conclusion, because 'some' gives you an overlap without telling you where the overlap sits. Contrast a valid pair: 'All accredited labs are inspected annually. No inspected facility is exempt from the fee.' Every accredited lab is inspected, and no inspected facility is exempt, so no accredited lab is exempt - True.

How to practise this skill

- Answer from the passage even when you know the subject. Candidates with a background in the topic score worse on verbal items than they expect, because their own knowledge quietly supplies the missing premise that turns a Cannot Say into a True.
- Run the two-worlds test on every candidate 'Cannot Say': can you imagine a world where all the passage's sentences hold and the statement is true, and another where they hold and it is false? If both, it is Cannot Say. If only the false world exists, it is False.
- Underline the quantifiers and hedges in the statement (all, some, only, most, may, must, likely) and find their counterparts in the passage. Roughly half of the wrong answers in this construct come from a single word swapped between the two.
- Budget about 25 to 30 seconds per statement rather than per passage, and read the passage once for structure before touching the statements. Re-reading the whole passage for each statement is what causes candidates to run out of time on the last set.
- Keep a wrong-answer log with one label per error: quantifier, causation, reported-versus-asserted, arithmetic, outside knowledge. A clear pattern almost always emerges within about forty items, and it is usually a single label.
- Work untimed until the three-way rule is automatic, then add the clock. Attempts are stored on this device only, so a slow first pass through a passage set costs you nothing but the time you spend on it.

Glossary

Entailment: A statement is entailed by a passage when it cannot be false while every sentence of the passage is true. Entailment is the only thing that earns a 'True' in this format; being plausible, likely, or well known does not.

Cannot Say: The verdict for a statement the passage neither entails nor contradicts. It is a claim about the passage, not about the world, which is why a statement you know to be true in real life can still be Cannot Say.

Quantifier: A word fixing how much of a group a claim covers: all, most, some, few, none, only. Swapping one quantifier for another changes the logical content completely while barely changing how the sentence reads.

Illicit conversion: The invalid move from 'all A are B' to 'all B are A', or from 'if P then Q' to 'if Q then P'. It preserves the words and destroys the logic, which is why converted sentences make such effective wrong answers.

Counter-model: A concrete, consistent scenario in which the premises hold and the conclusion fails. Producing one is the fastest possible proof that an argument is invalid, and it takes two or three named individuals.

Hedge: A qualifier such as may, could, is expected to, or is associated with. A hedged sentence in a passage cannot support an unhedged statement, and an unhedged passage sentence is not weakened by a hedged statement.

Reporting verb: A verb such as claims, argues, estimates, or alleges that attributes the following content to a source. Everything downstream of it is the source's assertion, and the passage takes no position on it.

Analogy relation: The specific link between the two stem words in an analogy item - tool and user, item and container, action and purpose. Naming it as a full sentence before reading the options removes almost all of the guesswork.

Study this next

- Verbal reasoning skill hub: https://learn.novusstreamsolutions.com/aptitude/skills/verbal-reasoning
- Practise the verbal reasoning bank: https://learn.novusstreamsolutions.com/cognitive-skills/verbal-reasoning
- Critical thinking lesson: https://learn.novusstreamsolutions.com/aptitude/skills/critical-thinking/lesson
- Reading comprehension lesson: https://learn.novusstreamsolutions.com/aptitude/skills/reading-comprehension/lesson
- General civil-service aptitude suite: https://learn.novusstreamsolutions.com/aptitude/tests/general-civil-service-aptitude
- Verbal reasoning lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/verbal-reasoning/lesson

Where this material comes from

- Worked items written for Novus Learn. Every passage, statement set and figure above is original and invented for this lesson; no published or copyrighted test item is reproduced.
- Terminology follows standard, widely published usage in introductory logic and assessment writing - entailment, quantifier, illicit conversion, counter-model.
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Data interpretation

Tables, charts, graphs, dashboards, trends, comparisons, and evidence-based conclusions.

Data interpretation is the discipline of getting a correct number out of a table, chart or dashboard that was not built to make your question easy, and of saying so when the data cannot answer it at all. It dominates graduate and analyst screening, and it is the section where strong arithmetic still fails, because the marks are lost in the header row, the axis scale and the wording of the question. The same skill is the daily work of anyone who reports on a management pack, a clinical audit or a stock ledger. Practice is stored on this device only; there is no account and nothing is uploaded unless you export it.

What you should be able to do after this lesson:

1. Read a value correctly out of a table or chart including its units multiplier, footnotes and any 'excludes' or 'provisional' qualifier attached to the row.
2. Compute share of total, percentage change and percentage-point change from the same pair of cells, identify which of the three a question is asking for, and separate a movement in a rate from a movement in the underlying count.
3. Work with index numbers relative to a base year, including why a change of five index points is almost never a five percent change.
4. Join two tables on a shared key and produce a normalised figure (per head, per unit, per thousand) rather than comparing raw totals.
5. Recognise chart presentation effects (truncated axes, dual axes, cumulative versus periodic series), and answer from the numbers rather than from the visual impression.
6. Apply the 'cannot say' discipline: state precisely which extra fact would be needed before the question becomes answerable.

Worked examples and pitfalls

Read the header: (£000) changes every answer by a factor of a thousand: Table titled 'Regional revenue, year to March (£000)': North 1,240; South 986; East 1,455; West 719. Total = 1,240 + 986 + 1,455 + 719 = 4,400, so the business turned over 4,400 thousand pounds, that is 4.4 million. East's share is 1,455 / 4,400 = 33.1 percent. The whole set: North 28.2 percent, South 22.4, East 33.1, West 16.3, summing to 100. Two things go wrong here. The first is reading East's revenue as 1,455 pounds and then reporting a business with a total turnover of 4,400 pounds, which nobody notices because every option is scaled the same way, until the question asks for revenue in millions and only one option is right. The second is the comparison wording. East's share is (1,455 - 719) / 4,400 = 16.7 percentage points above West's, and East's revenue is (1,455 - 719) / 719 = 102 percent more than West's, that is slightly more than double. 'Sixteen point seven' and 'a hundred and two' both describe the same two cells honestly, and the question decides which one is correct. Note that the percentage-point figure must be computed from the unrounded shares rather than by subtracting the rounded ones, or the last digit will not survive.

One pair of rows, three correct increases: A complaints table: 2023, 120,000 orders, complaint rate 4.0 percent; 2024, 150,000 orders, complaint rate 5.0 percent. Three defensible answers to 'how much did complaints increase?'. The rate rose by 1.0 percentage point. The rate rose by (5.0 - 4.0) / 4.0 = 25 percent in relative terms. And the count of complaints rose from 0.04 x 120,000 = 4,800 to 0.05 x 150,000 = 7,500, which is (7,500 - 4,800) / 4,800 = 56.25 percent. All three are arithmetically right; only one answers the question in front of you. The pattern to internalise is that a rate and a count move together only when the denominator is fixed, and here it is not. Order volume grew 25 percent as well. If the question is about customer experience, the rate is the honest figure; if it is about how many complaint handlers to hire, the count is. Test items usually ask for the one you would not have chosen.

Index numbers: five points is not five percent: A cost index with 2020 = 100 reads 104 in 2021, 111 in 2022 and 109 in 2023. From 2021 to 2023 the index rose 5 points, but the percentage change is 5 / 104 = 4.8 percent, because the base for the comparison is 104, not 100. From 2022 to 2023 it fell 2 points, which is -2 / 111 = -1.8 percent, and note that costs fell even though the index remains 9 percent above the 2020 base. A level and a change are different claims. The only comparison where points and percent coincide is against the base year itself: 2020 to 2023 is 100 to 109, exactly plus 9 percent. Watch also for a rebased series, where a table switches to 2022 = 100 partway down; the two segments cannot be compared directly without converting one of them, and an item that quietly rebases is testing whether you read the column heading.

Joining two tables: totals and per-head figures disagree on purpose: Table 1, headcount by site: Leeds 84, Derby 47, Bristol 129. Table 2, absence days recorded in the same period: Leeds 630, Derby 300, Bristol 903. 'Which site has the worst absence problem?' On raw totals Bristol is worst at 903 days. Normalise per head and the ranking changes: Leeds 630 / 84 = 7.50 days per employee, Bristol 903 / 129 = 7.00, Derby 300 / 47 = 6.38. Leeds is worst, Bristol is merely biggest. The organisation-wide figure is 1,833 / 260 = 7.05 days per head, which is a useful reference line: Leeds is above it, the other two below. The general rule is that any comparison between units of different size demands a denominator, and the denominator has to come from the other table. Items are built so the raw-total answer and the per-head answer are both on the option list, and so the site with the biggest total is never the site with the highest rate.

The truncated axis: measure the numbers, not the bars: A quarterly satisfaction chart with a y-axis running from 78 to 82 shows bars at 79.2, 79.8, 80.4 and 81.1. Visually the last bar looks several times taller than the first, because only the top 4 points of a 100-point scale are drawn. The actual movement is 81.1 - 79.2 = 1.9 points, which on the score's own scale is a relative rise of 1.9 / 79.2 = 2.4 percent. If the question asks 'by approximately what percentage did satisfaction improve', the answer is about 2 percent, and the distractor built from the bar heights will be something like 40 or 400 percent. Related presentation effects to check before answering: a dual-axis chart where two series use different scales and appear to cross meaningfully when they do not; a cumulative series, where a flattening line still means the total is growing, just more slowly; and a logarithmic axis, where equal vertical distances are equal ratios rather than equal amounts. In every case the defence is the same. Find the printed numbers, or read the gridline values, and compute.

Cannot say: revenue is not profit: A product table shows units sold and total revenue. Product P: 4,200 units, 71,400 pounds. Product Q: 1,800 units, 41,400 pounds. Average selling price is 71,400 / 4,200 = 17.00 for P and 41,400 / 1,800 = 23.00 for Q, so Q earns more per unit while P earns more in total. Now the statement to evaluate: 'P is more profitable than Q.' The correct response is cannot say. Profit needs cost, and the table has no cost column; a product with a 17 pound price and a 16 pound unit cost is less profitable than one priced at 23 with a cost of 9, and nothing here rules that out. Contrast with 'Q generated more revenue per unit than P', which the table fully supports and which is true. The habit worth building is to finish every cannot-say judgement with the missing input named out loud ('cannot say, because unit cost is not given') because that forces you to distinguish a genuinely unanswerable item from one you simply have not worked hard enough on.

How to practise this skill

- Read the title, the units line, the row and column headers and any footnote before you look at a single value. Roughly the first fifteen seconds of an item should contain no arithmetic at all, and that fifteen seconds is what prevents the thousand-fold and percentage-point errors.
- For every item, write down which of the three quantities is wanted (share of total, relative change, or change in percentage points), before computing. Most wrong answers on this construct are correct arithmetic applied to the wrong quantity.
- Whenever two groups differ in size, ask what the denominator should be. If a question compares sites, teams, countries or periods of unequal length and you have not divided by something, you are almost certainly answering the wrong question.
- Practise the cannot-say items separately and force yourself to name the missing variable each time. Candidates who train only on computational items reliably over-answer inference statements under time pressure.
- Do not redraw or re-scale charts in your head. Locate the gridline values or the data labels, and if neither exists, interpolate between two labelled gridlines and state the bound rather than guessing a point value.
- Time yourself per item rather than per section. Data interpretation sets share a stimulus, so the first item costs the reading time and the rest should be fast; if item four takes as long as item one, you did not build a mental map of the table.

Glossary

Units multiplier: A scaling note in a table title or column header, such as (£000), (millions) or (per 1,000 population). It applies to every value in scope and is the single most common source of order-of-magnitude errors.

Index number: A series rescaled so a chosen base period equals 100. Changes between two non-base periods must be divided by the earlier value, so a movement in index points is not a percentage change except when measured from the base.

Rebasing: Restating an index against a new base period. Segments of a series with different bases cannot be compared directly, and a table that rebases partway down is testing whether you read the headings.

Truncated axis: A chart whose value axis does not start at zero, which exaggerates the apparent size of differences between bars or points. Legitimate for showing small movements in a large quantity, misleading if read as area or height.

Cumulative series: A line showing a running total rather than each period's value. It can only go up or stay flat, so a flattening cumulative line means the periodic figure is falling, not that the total is.

Weighted average: An average in which each value is multiplied by the size of the group it represents. Averaging two group percentages directly is only correct when the groups are the same size, which in these tables they rarely are.

Normalisation: Dividing a raw figure by an exposure measure (headcount, units sold, population, days open), so groups of different size can be compared. The denominator usually lives in a second table.

Cannot say: The verdict when a statement is neither supported nor contradicted by the data supplied. A correct cannot-say answer can always be defended by naming the specific missing variable.

Study this next

- Data interpretation skill hub: https://learn.novusstreamsolutions.com/aptitude/skills/data-interpretation
- Data interpretation practice in the Cognitive Skills Lab: https://learn.novusstreamsolutions.com/cognitive-skills/data-interpretation
- Numerical reasoning lesson: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning/lesson
- Financial data interpretation suite: https://learn.novusstreamsolutions.com/aptitude/tests/financial-data-interpretation
- Scientific data interpretation suite: https://learn.novusstreamsolutions.com/aptitude/tests/scientific-data-interpretation
- Data interpretation lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/data-interpretation/lesson

Where this material comes from

- Every table, index series and chart described above was constructed for Novus Learn, and each figure was verified by recomputing the totals and the reverse calculation.
- Definitions of index numbers, rebasing and weighted averages cross-checked against standard public references such as the Wikipedia articles 'Index (economics)' and 'Weighted arithmetic mean'. Terminology only; no data or item text is taken from any source.
- Novus Learn aptitude construct registry (catalog seed) for construct scope and suite mapping.
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Written communication

Grammar, vocabulary, sentence correction, clarity, tone, proofreading, and workplace writing.

Written communication is assessed in two quite different ways: multiple-choice sentence-correction and proofreading items that test whether you can name and fix a specific grammatical fault, and free-text exercises - an email, an incident note, a briefing - marked on structure, accuracy and tone. It appears in clerical and administrative entry tests, legal support and paralegal batteries, teacher selection, public relations sifts, and any role where a badly worded sentence becomes somebody else's problem. The two formats reward the same underlying skill: knowing what a sentence claims and making it claim exactly that. Practice is device-local, with no account and nothing uploaded unless you export it.

What you should be able to do after this lesson:

1. Resolve subject-verb agreement across an intervening phrase, and apply the proximity rule for neither/nor and the singular-plural split between 'the number of' and 'a number of'.
2. Identify and repair dangling and misplaced modifiers, including the placement of limiting words such as 'only'.
3. Enforce parallel grammatical form across items in a list or a set of bullets.

4. Recognise a comma splice and choose among the four legitimate repairs, including the case where 'however' is involved.
5. Rewrite nominalised, hedged official prose into plain language while preserving the recommendation and its condition.
6. Draft the same facts for three different readers, and keep observation separate from inference in a record that may be read back later.

Worked examples and pitfalls

Agreement: find the head noun, then decide: 'The set of quarterly returns filed by the three regional offices (was / were) incomplete.' The subject is 'the set', which is singular, so 'was' is correct; 'offices' is merely the nearest noun, sitting inside a prepositional phrase that cannot supply the subject. Strike out everything between the head noun and the verb and the choice becomes obvious - 'the set was incomplete'. Next: 'Neither the manager nor the two supervisors (was / were) informed.' With neither/nor the verb agrees with the nearer of the two subjects, and the nearer one here is 'the two supervisors', so 'were' is correct. Reverse the order - 'Neither the two supervisors nor the manager was informed' - and the correct verb flips to singular, which is a useful check that you are applying the rule rather than guessing. Finally, a pair that trips experienced writers: 'A number of applications are missing' is correct, because 'a number of' functions as a plural quantifier, while 'The number of applications is rising' is also correct, because there 'the number' is a single quantity. Same three words, opposite verbs.

Dangling modifiers and the wandering 'only': 'Having reviewed the tender documents, the deadline was extended by two weeks.' An opening participial phrase attaches to the subject of the main clause, and the subject here is 'the deadline', so the sentence says the deadline reviewed the documents. It reads acceptably aloud because a listener silently supplies the missing actor, which is precisely why this error survives proofreading. Two clean fixes: name the actor as the subject - 'Having reviewed the tender documents, the panel extended the deadline by two weeks' - or drop the participle entirely - 'The panel reviewed the tender documents and extended the deadline by two weeks.' Now the limiting word. 'We only sent the invoice to three suppliers' literally says that sending was the only thing we did to those three. 'We sent the invoice to only three suppliers' says we sent it to no more than three. 'We sent only the invoice to three suppliers' says we sent nothing else. Three placements, three meanings, one word - put 'only', 'just', 'even' and 'almost' immediately before what they limit, and in a marked item the four options usually differ by nothing else.

Parallelism in a list: 'The role involves drafting reports, client liaison, and to maintain the case register.' Three items in three different grammatical forms: a gerund phrase, a noun phrase, and an infinitive. The repair is to pick one form and hold it: 'The role involves drafting reports, liaising with clients, and maintaining the case register.' Parallelism is worth its own item type because it is the most visible marker of careless list writing, and because real documents fail on it constantly - a bulleted list where two bullets start with a verb and the third starts with a noun, or a set of headings mixing questions and statements. The same rule governs correlative pairs: 'not only ... but also' must join two grammatically matching elements, so 'The report not only covers spending but also staffing' is faulty, and 'The report covers not only spending but also staffing' is correct, because the correlatives now bracket two nouns rather than a verb phrase and a noun.

Comma splice, and why 'however' is not a rescue: 'The system was offline for six hours, no backup was available.' Two independent clauses joined by a comma is a comma splice, and there are four legitimate repairs. Use a full stop: 'The system was offline for six hours. No backup was available.' Use a semicolon, which signals the two facts belong together. Add a coordinating conjunction after the comma: '... six hours, and no backup was available.' Or subordinate one clause: 'Because no backup was available, the six-hour outage could not be mitigated.' The trap is the fifth option that people reach for instinctively: 'The system was offline for six hours, however no backup was available.' However is a conjunctive adverb, not a coordinating conjunction, so it cannot join two independent clauses with a comma - the sentence is still spliced. It needs a semicolon or full stop before 'however' and a comma after it. The same applies to therefore, moreover, nevertheless, and consequently, which is why they appear so often in sentence-correction distractors.

Plain language: 37 words down to 14: Before: 'It is the recommendation of this department that consideration be given to the deferral of the implementation of the new filing procedure until such time as adequate training provision has been made available to all affected staff.' That is thirty-seven words. After: 'We recommend delaying the new filing procedure until all affected staff have been trained.' Fourteen. Look at what the rewrite actually did: it turned three nominalisations back into verbs (recommendation to recommend, deferral to delaying, provision to trained), it named the actor instead of hiding behind 'this department', and it cut 'consideration be given to' and 'until such time as', which carry no content at all. Look just as carefully at what it kept: the recommendation, the thing being delayed, and the condition that ends the delay. Plain-language items are marked on meaning preservation, not on brevity alone, and the standard wrong answer is the over-cut version - 'We recommend delaying the new procedure' - which reads beautifully and silently deletes the condition that is the substance of the recommendation. Trim the packaging, never the payload.

One incident, three readers, and the fact-inference line: Facts: the gate camera timestamps a van leaving at 11:42:00; the weighbridge camera, 300 m along the yard road, timestamps the same van at 11:42:15; the yard limit is 20 km/h. The arithmetic: 300 m in 15 s is 20 m/s, and 20 x 3.6 = 72 km/h. Now write it three ways. In the incident record: 'Vehicle VT-118 passed the gate camera at 11:42:00 and the weighbridge camera at 11:42:15. The cameras are 300 m apart, giving an average speed of 72 km/h over that section. The posted yard limit is 20 km/h.' Note what is absent: 'the driver was speeding', which is a conclusion, and 'was travelling at 72 km/h', which overstates the evidence - the figure is an average over the section, not an instantaneous speed. To the yard supervisor: lead with the decision needed and the deadline. 'Two camera timestamps put VT-118 at an average 72 km/h in a 20 km/h yard yesterday morning. I have attached the record. Can you confirm by Friday whether this goes to the safety review?' To the driver's employer: lead with the specific, verifiable reference - vehicle, date, time, the two camera points - and the single action requested. Same facts every time; what changes is which fact leads, and in a written-communication assessment the most apologetic option is rarely the best one, while any option that names blame in a record that has not been reviewed is usually the worst.

How to practise this skill

- Proofread in separate passes, one error class at a time - agreement, then modifiers, then punctuation, then numbers and names. A single pass looking for 'anything wrong' reliably finds fewer errors than three narrow passes taking the same total time.
- Read your draft aloud, or subvocalise it. Comma splices, dropped words and lost parallelism are audible even when they are invisible; dangling modifiers are the exception, which is why they need a deliberate check of what each opening phrase attaches to.
- On sentence-correction items, diagnose before you choose. Name the fault in the original in three words, then look for the option that fixes exactly that and introduces nothing new. Options that fix the fault while adding a second one are standard.
- Read every option to the end. Sentence-correction distractors commonly differ from the correct answer only in the last two or three words, and candidates who stop once the opening looks right lose marks they never see.
- For free-text tasks, spend the first minute on a three-line plan: purpose, the single action you want from the reader, and the deadline. Untimed free-text answers are usually well written and structurally shapeless, and structure is what the mark scheme can see.
- Keep a personal error list of the mistakes you actually make rather than a generic grammar checklist. Most writers repeat three or four faults, and proofreading against your own four is far faster than proofreading against forty.

Glossary

Subject-verb agreement: The requirement that the verb match the grammatical number of the subject's head noun, not of the nearest noun. Long prepositional phrases between the two are the standard way this is tested.

Dangling modifier: An introductory phrase whose implied actor is not the subject of the main clause, so the sentence attributes the action to the wrong thing. Fixed by naming the actor as the subject or by rewriting the phrase as a full clause.

Parallelism: Matching grammatical form across items in a list or across correlative pairs such as not only / but also. The commonest breach mixes gerunds, nouns and infinitives in a single series.

Comma splice: Two independent clauses joined only by a comma. Repaired with a full stop, a semicolon, a coordinating conjunction, or subordination - never by inserting however, therefore or moreover after the comma.

Nominalisation: A verb converted into a noun - implement becomes implementation, decide becomes decision. Nominalised prose hides who does what and typically doubles the word count for the same content.

Register: The level of formality and the vocabulary appropriate to a particular reader and purpose. A message can be grammatically perfect and still wrong in register, which is what free-text tasks are largely marking.

Active and passive voice: Active names the actor before the verb; passive can omit the actor entirely. Passive is legitimate when the actor is unknown or genuinely irrelevant, and evasive when it is used to avoid naming a responsible party.

Observation versus inference: An observation is what a camera, meter or witness recorded; an inference is the conclusion drawn from it. Records that mix the two are hard to defend later, because the conclusion cannot be separated from its basis.

Study this next

- Written communication skill hub: https://learn.novusstreamsolutions.com/aptitude/skills/written-communication
- Practise the written communication bank: https://learn.novusstreamsolutions.com/cognitive-skills/written-communication
- Reading comprehension lesson: https://learn.novusstreamsolutions.com/aptitude/skills/reading-comprehension/lesson
- Police report writing suite: https://learn.novusstreamsolutions.com/aptitude/tests/police-report-writing
- Administrative and clerical entry suite: https://learn.novusstreamsolutions.com/aptitude/tests/administrative-and-clerical-entry
- Written communication lesson on Novus Learn: https://learn.novusstreamsolutions.com/aptitude/skills/written-communication/lesson

Where this material comes from

- Worked items written for Novus Learn. Every faulty sentence, rewrite, word count and incident figure above is original and invented for this lesson; no published or copyrighted test item is reproduced.
- Grammatical terminology follows standard, widely published usage - subject-verb agreement, dangling modifier, parallelism, comma splice, nominalisation.
- Novus Learn aptitude construct registry (catalog seed) for the construct scope and the suite mapping shown in the related links.
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Recommended preparation

- Practice numerical reasoning: https://learn.novusstreamsolutions.com/aptitude/skills/numerical-reasoning/lesson
- Practice verbal reasoning: https://learn.novusstreamsolutions.com/aptitude/skills/verbal-reasoning/lesson
- Explore government careers: https://learn.novusstreamsolutions.com/careers/families/government-policy-and-administration

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