

**If you currently have a Civil Service Online Account DO NOT create a new account to apply for this exam.**

**Utilize the Government Jobs Help & Support to access your account. [Online Employment Application Guide | Massachusetts Civil Service Applications](#)**

**Test takers with two accounts may cause delays with properly recording your application and notifications from civil service such as notices to appear, or job opportunities. If you have questions, please email [civilservice@mass.gov](mailto:civilservice@mass.gov).**

### **Departmental Promotional Examination for Correctional Program Officer C**

This examination is being administered by the Human Resources Division (HRD) to create an eligible list from which to fill Correctional Program Officer C vacancies in the Massachusetts Department of Correction (DOC). Candidates must take and pass this examination in order to be placed on the eligible list.

**Examination Date:** October 4, 2025

**Application Period Begins:** July 7, 2025

**Application Deadline:** August 12, 2025

**Examination Processing Fee:** \$150

**Written Examination Locations:** Various sites across the Commonwealth

### **Examination Information**

**Eligibility:** To be eligible for this examination you must: (1) be an employee in the Department of Correction with permanent civil service status in the title of Correctional Program Officer A/B by the date of the examination; and (2) have been employed in the eligible title after certification from a civil service list, on a permanent or temporary civil service basis for twelve months immediately preceding the examination date. A combination of temporary and permanent service can be applied towards meeting this twelve-month requirement. Time spent pursuant to a temporary appointment in the title of Correctional Program Officer C will not interrupt the service period in your permanent position.

**Eligible List:** Individuals placed on the resulting eligible list shall be eligible for certification from such list for such period as the administrator shall determine, but in any event not to exceed two years, unless otherwise outlined in MGL Chapter 31 § 25 or the Human Resources Division's (HRD) revocation policy.

**Examination Weights:** The examination weights are 50% Technical Knowledge, 30% Situational Judgement Test and 20% Experience & Education.

### **Typical Qualifications:**

**Application:** All applications must be received by the application deadline and accompanied by an examination processing fee of \$150. You will receive two confirmation emails when you have completed the process: one email confirming your application has been received, and one email confirming your payment has been received. Your application is not complete until you have received both confirmation emails. Candidates who have been approved for an examination fee voucher may opt to redeem their voucher on the application. If you have not submitted payment or redemption of an examination voucher of the examination processing fee on or before the application deadline, your application will not be accepted.

Note: Although the online application system allows candidates to elect to receive notification by email or regular mail, please be advised that HRD utilizes only email for all notices to candidates.

**Current Military Personnel:** All military personnel who, in connection with current service, have military orders that indicate their unavailability due to military service on the examination date, must file an application and examination processing fee and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your email address, daytime base phone number and/or name and phone number of a friend or family member with whom you have regular contact and entrust with your personal communication. Requests filed after the application deadline, must be accompanied by a DD214 showing discharge within six months of the request and dates of active service that include the entire application period. Visit our website for more information: [Military Information](#)

**Makeup Examination:** With the exception of current military personnel, no candidate has a right to a makeup examination due to personal or professional conflicts on the testing date. Candidates are advised to consider this before applying for the examination. If you file an examination application by the application deadline but are unable to appear for the examination on the scheduled examination date due to an emergency or unanticipated hardship, you may request a makeup examination by filing a written request with verifiable

documentation to HRD no later than seven calendar days from the original examination date. HRD reserves the right to approve or deny your request. HRD may require an additional examination processing fee upon approval of your request.

**Reasonable Accommodations:** If you need reasonable accommodations due to a documented impairment, or medical condition, you must fill out the [Testing Accommodations Request Form](#) and submit supporting documentation as outlined on the form from a qualified professional detailing what type of accommodation you require at the examination site. The form and supporting documentation must be scanned and attached to the application or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov) no later than four (4) weeks prior to the examination date. Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is requested only to provide reasonable accommodation for examinations and will not be used for any other purposes.

**Additional Information for Correctional Program Officer candidates:** Visit [Examination Preparation Guides and Reading Lists | Mass.gov](#) for more information.

### **Examples of Essential Duties:**

**Duties:** The title is used for Correctional Program Officers who are second-level supervisors and who supervise expert employees. Their reporting staff typically include Correctional Program Officers at the A/B level. The duties of a Correctional Program Officer C include the care, custody, and control of inmates, inmate intake and orientation, institution security operations, inmate classification, inmate reentry, criminal history and records information duties, maintaining inmate climate, and administrative and leadership of subordinate Correctional Program Officers.

**Examination Subjects:** The written examination will be designed to test, where practicable, the following competencies and knowledge areas which have been established as qualifications for the position: knowledge of security and accountability; knowledge of use of force; knowledge of inmate behavior and climate; knowledge of CMRs and policies; knowledge of computer technology/IMS/Intranet; knowledge of security levels; knowledge of emergency procedure; knowledge of classification; knowledge of records/CHRI; knowledge of motivational interviewing; knowledge of communication (oral and written); knowledge of report writing; knowledge of ethical guidelines (blue book); knowledge of employee stress; knowledge of supervision and leadership; knowledge of workplace and personnel safety and awareness; ability to be accountable; ability to be adaptable; ability to have interpersonal interactions; ability to have initiative and independence; and ability to analysis and decide.

**Reading List:** Available at [Reading Lists](#)

**Situational Judgement Test (SJT):** The examination will measure your Judgment and Decision-Making, Accountability, Adaptability, Guiding and Developing Others, Leadership (including Managing Activities and Building Teams), and Interpersonal Skills (including Conflict Management).

**Experience & Education (E&E):** All candidates must complete the 2025 Correctional Program Officer C E&E Claim application online. The E&E Claim application is an examination component and is separate from the Written Exam application you submitted to take the examination.

Instructions regarding the E&E claim will be emailed to you prior to the examination date. A confirmation email will be sent upon successful submission of an E&E Claim application. Submitting an E&E claim in any way other than through the online claim process will result in an "INCOMPLETE" score on this exam component. In addition, candidates who fail to include any supporting documentation to their E&E application within seven calendar days following the examination date, will receive an "INCOMPLETE" score.

All claims and supporting documentation must be received within seven calendar days following the examination date. Supporting documentation must be scanned and attached to the application or sent to [civilservice@mass.gov](mailto:civilservice@mass.gov) no later than seven calendar days after the examination date. Documents such as educational transcripts that have already been submitted and are attached to your Civil Service account do not need to be resubmitted. A new EVF must be provided for each examination.

Please note that:

- E&E is an examination component and therefore must be completed by the examinee.
- Failure to complete this component as instructed will result in a candidate not receiving any credit for E&E.
- Credit for E&E will be calculated for all candidates.

Please be sure to read the instructions carefully and refer to the preparation guide for assistance. In order to ensure that no one receives any type of unfair advantage in the claim process, we are unable to provide individualized assistance to any candidate regarding their specific E&E claim. Email inquiries regarding the general content of this examination component will be accepted or responded to.

**E&E Preparation Guide:** Coming Soon

Once you receive your examination score, you will have 17 calendar days from the emailing of your score to appeal in writing your E&E score.

**Statutory Preference Points:** Veterans and disabled veterans will be awarded two points to their passing, overall (general average) examination score.

- Veteran's Preference: Click on this link for further information- [Veteran's Preference Eligibility](#).
- Disabled Veteran's Preference: Click on this link for further information- [Disabled Veteran's Preference Eligibility](#).

During the HRD review process or during the life of the applicable eligible list(s), applicants must make original supporting documentation available should the issue of authenticity arise with any submitted document copies.

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**Updating Information:** Candidates are responsible for maintaining accurate contact information. Failure to keep your records current may jeopardize opportunities for promotion. For information on how to update your information, click on [Update Your Account](#).

**If you have questions, please email** [civilservice@mass.gov](mailto:civilservice@mass.gov).

**Refunds:** There will be no refund of the examination processing fee unless the examination is cancelled by HRD.

**Notice to Appear:** Notices to Appear including time and location of examination will be emailed to candidates approximately two weeks prior to the examination date.

**Private School or Service:** HRD does not recommend or endorse any private school, service, or publisher offering preparation and/or publications for examinations and is not responsible for their advertising claims.

### **Supplemental Information:**

Women, minorities, veterans, and people with disabilities are encouraged to apply.

For more information about this and other civil service examinations, visit <http://www.mass.gov/civilservice> or email the Civil Service Unit at [civilservice@mass.gov](mailto:civilservice@mass.gov)

Inquiries may also be made to HRD, Monday through Friday, 8:45am – 5:00pm, at the following numbers:

Boston area: (617) 878-9895

Within Massachusetts: 1-800-392-6178

TTY Number: (617) 878-9762