



# FLORIDA DEPARTMENT OF CHILDREN & FAMILIES



**CHILD CARE SERVICES STUDY GUIDE FOR**

**Child Abuse and Neglect**

The Department of Children and Families (DCF) would like to extend congratulations on your recent completion of its course, Child Abuse and Neglect. It is hoped that you enjoyed the experience and are ready to apply your new skills in the workforce.

Now that you have completed Child Abuse and Neglect, please consider registering for other DCF courses.

For more information on training and licensing requirements, please visit the Department of Children and Families' Web site at [www.myflorida.com/childcare/](http://www.myflorida.com/childcare/).

### **How to use this study guide**

This study guide will assist you in preparing for DCF's Child Abuse and Neglect competency exam. Please be aware that this study guide **does not** replace the participant's guide you used during the course. You are encouraged to use your participant's guide to study for the exam. This study guide will help you focus your studies. However, it does not contain the specific questions and answers you will see on the exam. Use this study guide, and the key points, and objectives in your participant's guide to prepare for your exam.

## 5 Tips to Help You Get the Most from Your Study Time

### **#1 Budget your time.**

Make sure you have time to study and review your work both during the course and before the exam.

### **#2 Set aside time immediately after class to start your review.**

This is the best time to review your notes and identify if you have any questions concerning the material presented in the course. The night before the exam would be too late for this step.

### **#3 Review all material again before the exam.**

Organize all of your class notes and other material you may have received during the course sessions. Pay specific attention to your participant's guide.

### **#4 Create your own study guide.**

Organize your notes into key ideas and other information you want to remember on one sheet of paper. If you need more than one sheet, that's all right, but try to keep the ideas organized, brief, and to the point.

### **#5 Space out your studying.**

You will learn more if you study a little each day rather than trying to "cram" all the information into your head the night before the exam. Studying a little each day will help the material stay in your long-term memory.

## 10 Tips for Success on Your Competency Exam

### **#1 Take care of your personal needs.**

Make sure you rest well the night before the exam. Eat before taking your exam; do not take the exam hungry. Leave enough time to take care of all your personal needs before the exam so that you can concentrate during the exam.

### **#2 Be well-prepared.**

Being well-prepared, and arriving early will reduce anxiety. Bring at least two #2 pencils, a photo ID and the confirmation letter you received after you registered.

### **#3 Listen carefully, read the instructions and ask questions if you don't understand.**

It is important to listen carefully to the directions you are given. Read the instructions carefully, and ask questions if you do not understand them.

### **#4 Read through the entire exam.**

Read through the entire exam first to get a feel for the exam. Pay attention to how it is structured and how the questions are written.

### **#5 Tips for multiple choice questions.**

Read the question first. Eliminate answers you know are not correct. If you do not know an answer, try to guess.

### **#6 Do the easy questions first.**

Do the easy questions first and then go on to harder questions or questions that require additional thought. This strategy will help ensure that you answer all the questions you know before you go on to the challenging questions. This strategy also helps build your confidence.

### **#7 Have a problem with a question? Skip it!**

If you have a problem with a question, skip it and come back to it later. Just as you worked on the “easy” questions first, it is important that you not get “stuck” on one question and that you use your time answering questions you can.

### **#8 Read all options.**

Be sure that you read all of your choices before selecting an answer.

### **#9 Stay focused.**

Don't let your mind wander or worry about other students who may be completing an exam before you do. Stay focused and work on one question at a time.

### **#10 Before you turn in your exam, check your work.**

Make sure you have answered all the questions. Double check!

This is an example of the Scantron sheet that you will use when take the exam for this courses.

**State of Florida**  
 Department of Children and Families  
 Child Care Program Office  
 Child Care Competency Examinations

Name: \_\_\_\_\_  
 (Please print your full name)

Date: \_\_\_\_\_

**Student Identification Code:**


0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9


**Test Code**

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3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

**Marking Instructions:**

- Use a No. 2 pencil or blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the circle completely.
- Make no stray marks on this form.
- Do not fold, tear, or mutilate this form.

  
**CORRECT MARK**

  
**INCORRECT MARKS**

1. (A) (B) (C) (D)	11. (A) (B) (C) (D)	21. (A) (B) (C) (D)	31. (A) (B) (C) (D)
2. (A) (B) (C) (D)	12. (A) (B) (C) (D)	22. (A) (B) (C) (D)	32. (A) (B) (C) (D)
3. (A) (B) (C) (D)	13. (A) (B) (C) (D)	23. (A) (B) (C) (D)	33. (A) (B) (C) (D)
4. (A) (B) (C) (D)	14. (A) (B) (C) (D)	24. (A) (B) (C) (D)	34. (A) (B) (C) (D)
5. (A) (B) (C) (D)	15. (A) (B) (C) (D)	25. (A) (B) (C) (D)	35. (A) (B) (C) (D)
6. (A) (B) (C) (D)	16. (A) (B) (C) (D)	26. (A) (B) (C) (D)	36. (A) (B) (C) (D)
7. (A) (B) (C) (D)	17. (A) (B) (C) (D)	27. (A) (B) (C) (D)	37. (A) (B) (C) (D)
8. (A) (B) (C) (D)	18. (A) (B) (C) (D)	28. (A) (B) (C) (D)	38. (A) (B) (C) (D)
9. (A) (B) (C) (D)	19. (A) (B) (C) (D)	29. (A) (B) (C) (D)	39. (A) (B) (C) (D)
10. (A) (B) (C) (D)	20. (A) (B) (C) (D)	30. (A) (B) (C) (D)	40. (A) (B) (C) (D)

**Booklet Number:** \_\_\_\_\_

This is the 5-digit number located on the upper left hand corner of your test booklet (e.g. 01003).

Print your student identification number here and fill in the corresponding bubble.

Example: 4

0	1	2	3	4	5	6	7	8	9
				●					

This is the test booklet number located on the bottom of your test booklet.

**Module 1: Identifying Child Abuse and Neglect**

1. Define the following terms and give an example of each: physical abuse, sexual abuse, and emotional neglect.

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2. From the section titled, "Child Neglect," describe child neglect and list four examples of child neglect.

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3. Match the indicator with the category:

**Indicators**

Unexplained bruises or welts

Delinquency

Failure to thrive

Withdrawal, fantasy, or infantile behavior

Wary of adult contact

Torn, shredded, stained, or bloody underclothing

Neurotic traits (sleep disorders, inhibition of play)

Consistent hunger, poor hygiene, or inappropriate dress

**Categories**

Physical Indicator of Physical Abuse

Behavioral Indicator of Physical Abuse

Physical Indicator of Physical Neglect

Behavioral Indicator of Physical Neglect

Physical Indicator of Emotional Abuse or Neglect

Behavioral Indicator of Emotional Abuse or Neglect

Physical Indicator of Sexual Abuse

Behavioral Indicator of Sexual Abuse

4. From the section titled, "Interaction with Child and Family," give **five** examples of things to do when talking to a child about suspected abuse or neglect.

**Things To Do**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. There are risk factors that affect the child, family, and/or society that put the child at risk for maltreatment. Identify who is affected by the risk factor. Some may have more than one answer.

	<b>Person(s) at Risk</b>		<b>Risk Factor</b>
Child	Family	Society	Financial problems or unemployment
Child	Family	Society	Childhood history of abuse
Child	Family	Society	Chronic or serious illness
Child	Family	Society	Cultural acceptance of abuse
Child	Family	Society	Poverty
Child	Family	Society	Premature birth and/or birth defect
Child	Family	Society	Social isolation – lack of support
Child	Family	Society	Homelessness
Child	Family	Society	Attention Deficit Disorder



6. From the section titled, “Effects of Child Abuse and Neglect on Child, Family, Caregiver, and Society,” list and describe some of the effects of child abuse and neglect in the areas listed below:

**Child**

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**Family**

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**Caregivers**

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**Society**

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**Module 2: Reporting Child Abuse and Neglect**

7. From the section titled, “Who is Mandated to Report Abuse?” list three other professions, in addition to child care, that would require a person to give his or her name when filing a report of suspected abuse or neglect.

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8. From the section titled, “How to Make a Report,” list the four ways abuse and neglect reports can be made to the Florida Abuse Hotline.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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3. \_\_\_\_\_

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4. \_\_\_\_\_

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9. From the section titled, “Confidentiality,” describe **two** ways the law protects caregivers who report suspected cases of child abuse and neglect.

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10. From the section titled, “How to Handle Accusations of Child Abuse and Neglect,” describe some guidelines child caregivers should follow if wrongly accused of child abuse or neglect.

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11. From the section titled, “Agencies/Resources,” list three key groups involved in the child protection system and describe their role or responsibility.

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12. What is the phone number for the Florida Abuse Hotline?

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