



Pathway Assessment Blueprint

Administrative Services



Test Code: 1105 / Version: 01

“Measuring What Matters”

Specific Competencies and Skills Tested in this Assessment:

General Business Technical Skills

- Define and differentiate amount various types of businesses (e.g., corporation, limited liability, partnership)
- Use planning tools to guide and manage an organization's business activities
- Apply marketing techniques to foster business growth
- Plan and evaluate the use of financial resources to effectively manage a business
- Demonstrate understanding of doing business in a global environment

Administrative and Information Support Technical Skills

- Apply planning and time management principles to accomplish workplace objectives (e.g., scheduling meetings, maintaining supplies, prioritizing activities)
- Establish and follow procedures to manage manual and electronic records
- Select appropriate formats to prepare and send internal and external documents
- Interact with employees and customers effectively and professionally



Academic Foundations

- Apply reading skills in a business environment
- Apply writing skills in a business environment
- Apply mathematical skills in a business environment
- Apply economic skills in a business environment

Systems

- Demonstrate understanding of the role of government and other regulatory bodies in business
- Demonstrate understanding of company hierarchies and roles within company structures

Specific Competencies and Skills continued:**Ethics and Legal Responsibilities**

- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions

Communication

- Locate, organize, and reference written information from reliable sources to communicate with co-workers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with co-workers and clients
- Interpret and use tables, charts, and figures

Information Technology Applications

- Use software such as word processors and spreadsheets to perform common business applications
- Use software such as databases to track and maintain business information

Problem Solving, Critical Thinking, and Decision Making

- Use problem solving and critical thinking skills to locate good sources of information about problems and determine appropriate methods for investigating causes
- Use problem solving and critical thinking skills to determine root causes of problems and suggest solutions



Specific Competencies and Skills continued:

Leadership and Teamwork

- Exhibit leadership practices to improve production and quality of the working environment
- Work effectively in a team environment to accomplish company goals and improve quality of the working environment

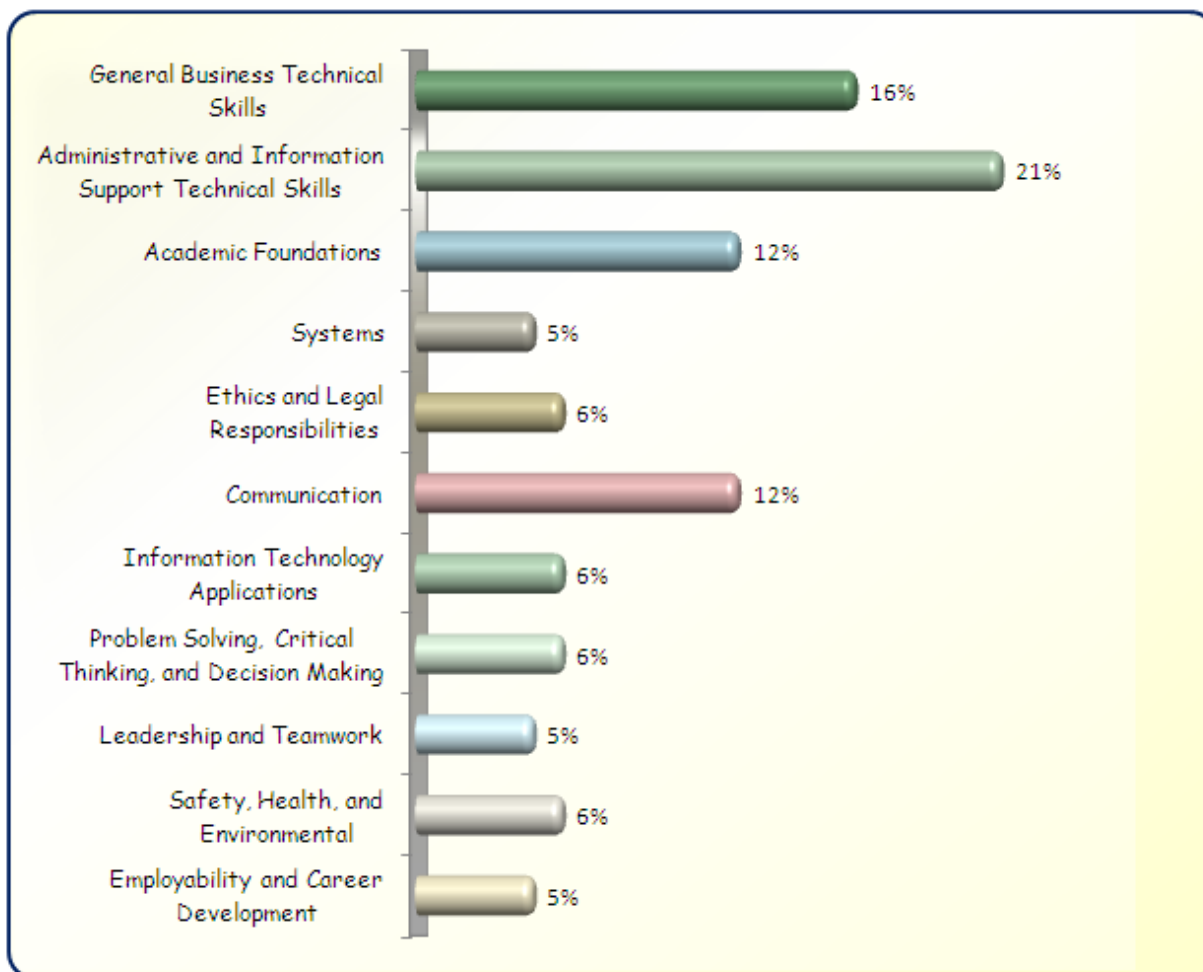
Safety, Health, and Environmental

- Identify and practice appropriate health and safety procedures for business occupations
- Apply appropriate emergency procedures for business occupations

Employability and Career Development

- Demonstrate employability skills related to a career in business
- Pursue career development skills to advance in business careers



Written Assessment:**Administration Time:** 2 hours**Number of Questions:** 112**Areas Covered:**

Sample Questions:

In business, the letters CFO stand for

- A. corporate finance office
- B. chief funding officer
- C. chief financial officer
- D. corporate fiscal organization

One benefit of teamwork is

- A. less responsibility
- B. higher pay
- C. greater work efficiency
- D. less training is required

If a technical report is based on large amounts of data, a good way to include all the data is in a/an

- A. glossary
- B. appendix
- C. index
- D. text box

A sales forecast can help a retailer

- A. accurately plan for the upcoming holiday season
- B. maintain accurate purchasing records
- C. determine the cost of goods sold
- D. determine past profits

A market economy is one that

- A. is dependent on agriculture and natural resources
- B. has low economic wealth
- C. has all economic activities regulated by the government
- D. is based on supply and demand

The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical

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education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace.

Good Luck!

