



Administrative Services

General Assessment Information

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General Assessment Information
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Test Type: The Administrative Services industry-based credential is included in NOCTI's Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of California, Kentucky, Michigan, and Pennsylvania.



52.0499-Business Operations Support
and Secretarial Services



Career Cluster 4-Business Management
and Administration



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 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!



MBAResearch believes that "proof of learning" is the first step toward a future career. Students who successfully complete a research-based assessment put themselves a step ahead of their competitors--for college admission and for beginning substantive careers in business. MBAResearch is proud to be the primary source of industry-validated standards and curriculum for business careers, for many high school and community college business administration curricula, and for many assessments offered here.



NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

In the lower division
baccalaureate/associate degree
category, 3 semester hours in
Administrative Services

Written Assessment

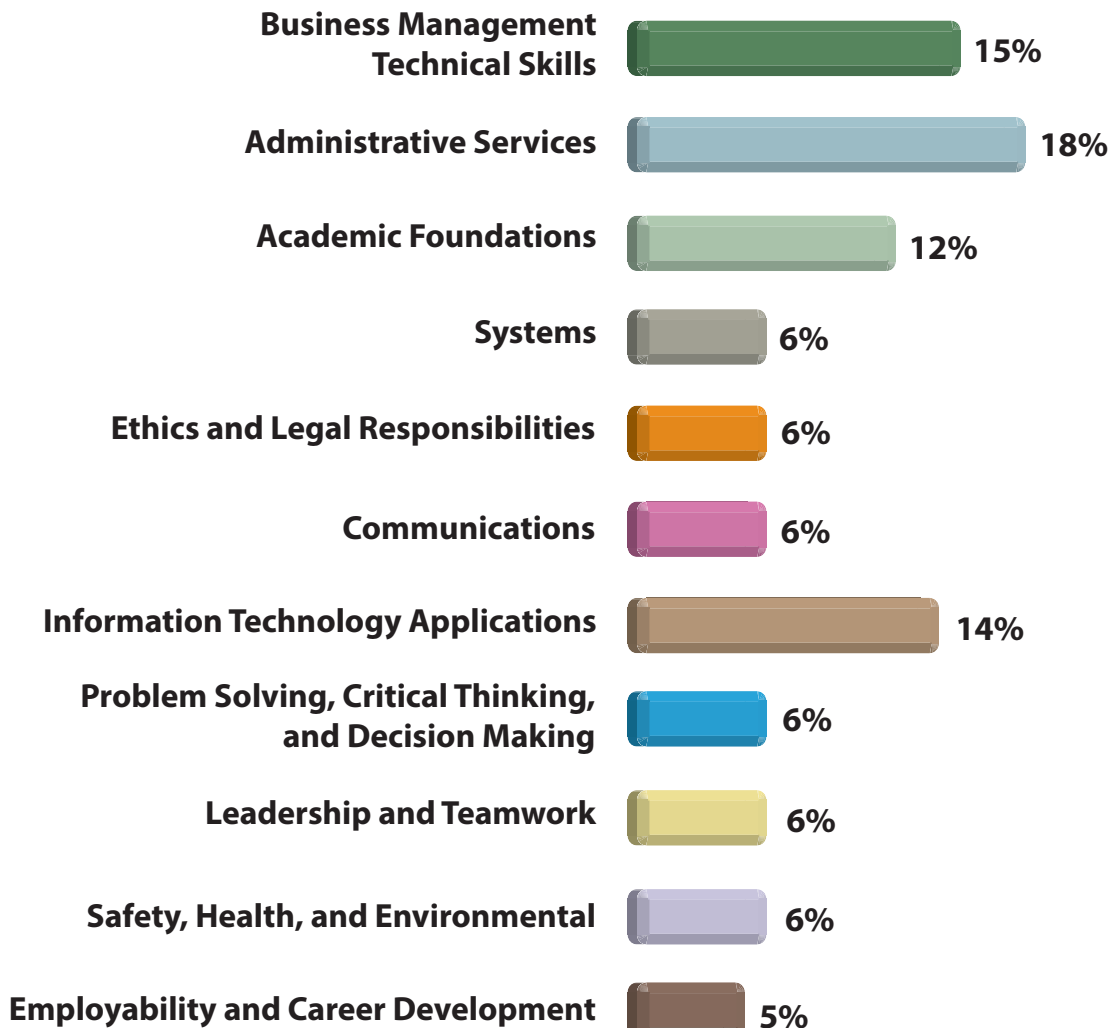
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 2 hours

Number of Questions: 107

Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered



Specific Standards and Competencies Included in this Assessment

Business Management Technical Skills

- Define and differentiate among 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 Services

- Apply planning/time management principles to accomplish workplace objectives (e.g., schedule meetings, maintain supplies, prioritize activities)
- Establish and follow procedures to manage records and confidential material
- 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



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Specific Standards and Competencies (continued)

Systems

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

Ethics and Legal Responsibilities

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

Communications

- Locate, organize, and reference written information from reliable sources to communicate with coworkers 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 coworkers and clients

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
- Use social media and mobile technology appropriately
- Interpret and use tables and charts



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Specific Standards and Competencies (continued)

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

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



Sample Questions

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

Select the sentence below that is correctly written.

- A. The stock was to expensive for me to buy.
- B. I think she said she worked their.
- C. Jim's patients was wearing thin by the end of the day.
- D. I left the correspondence on the manager's desk.

One benefit of teamwork is

- A. less responsibility
- B. higher raises and bonuses
- C. greater work efficiency
- D. less training is required

The best way to disseminate company policies and forms is to

- A. email them to department managers who will pass them out to their employees as they see fit
- B. post them on a company bulletin board so all employees can read them
- C. place them in one location on the company intranet
- D. leave a copy in the break room so the employees can read it during their breaks

Participation in continuing education classes is a good way to

- A. develop business-related career skills
- B. ensure a job promotion
- C. research and gather resources
- D. develop a close relationship with supervisors

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Sample Questions (continued)

Which act regulates the federal minimum wage for interstate commerce?

- A. Fair Labor Standards Act
- B. Taft Hartley Act
- C. Federal Insurance Contributions Act
- D. Federal Unemployment Tax Act

An employee believes he or she was unfairly fired due to discrimination. Which agency would he or she contact to file a complaint?

- A. Better Business Bureau
- B. Equal Employment Opportunity Commission
- C. Occupational Safety and Health Administration
- D. Office of Federal Contract Compliance Programs

The most efficient software to use for business correspondence is

- A. spreadsheet
- B. presentation
- C. financial
- D. word processing

When a group is brainstorming possible solutions for a problem, one of the first steps is to

- A. only write down correct ideas
- B. critique all comments and suggestions
- C. discuss and rank each item
- D. record all comments and suggestions

An advantage of electronic meetings such as teleconferencing is

- A. goals can be accomplished in a shorter amount of time
- B. people generally feel more relaxed making eye contact
- C. savings in travel time and costs of meals and hotel rooms
- D. technical failures with equipment, including connections

Notes