



NOCTI
State Customized
Credential Blueprint



Administrative Assistant (PA)

Code: 8296 / Version: 01
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General Assessment Information

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General Assessment Information	Sample Written Items
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Test Type: The Administrative Assistant PA Assessment was developed based on a Pennsylvania statewide competency task list and contains a multiple-choice and performance component. This assessment is meant to measure technical skills at the occupational level and includes items which gauge factual and theoretical knowledge.

Revision Team: The assessment content is based on input from Pennsylvania educators who teach in approved career and technical education programs.



52.0401 Administrative
Assistant and Secretarial
Science, General



Career Cluster 4-
Business, Management,
and Administration



43-6014.00 - Secretaries and
Administrative Assistants,
Except Legal, Medical,
and Executive

Written Assessment

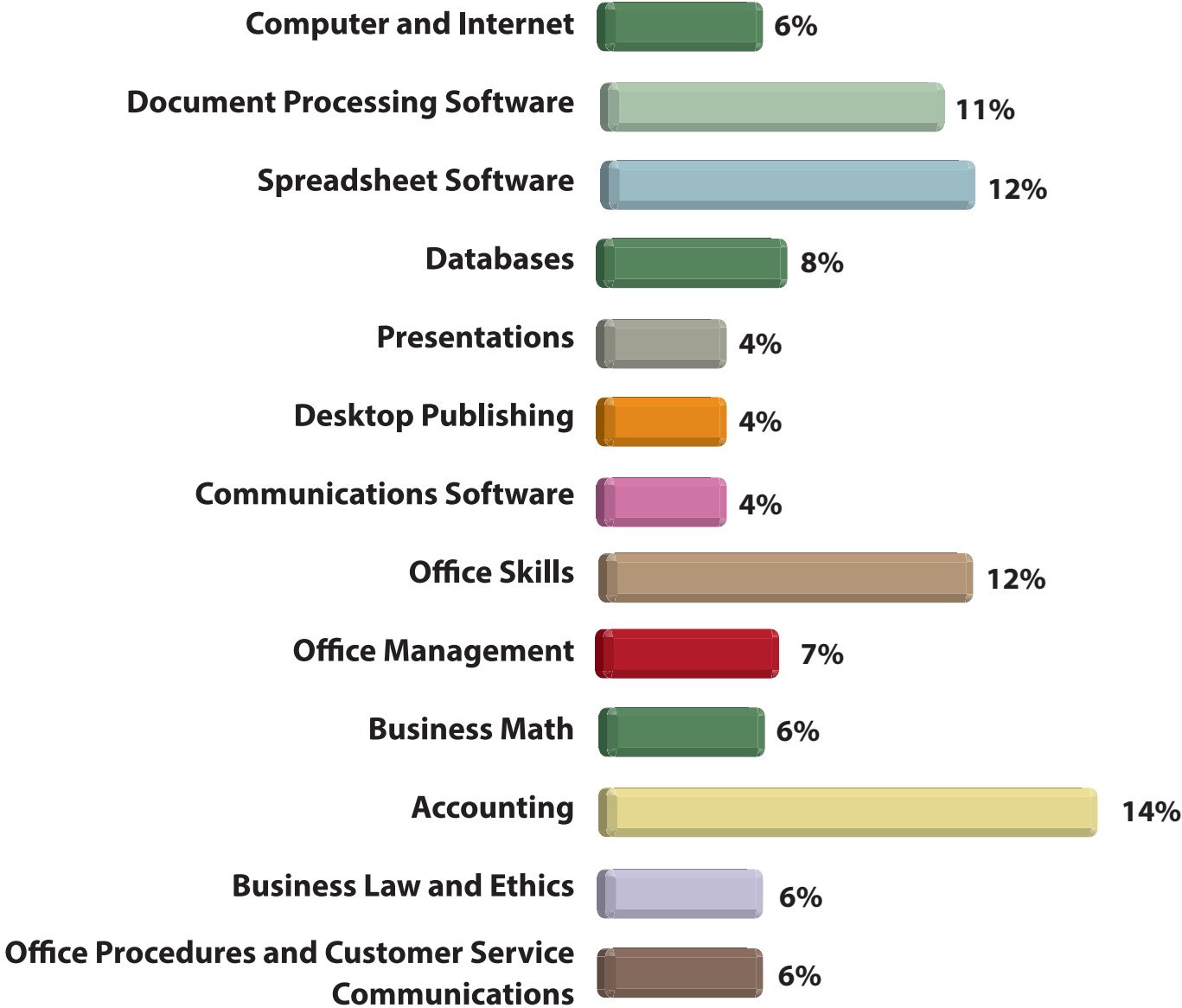
NOCTI written assessments consist of questions to measure an individual’s factual theoretical knowledge.

Administration Time: 3 hours

Number of Questions: 198

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

Areas Covered



Specific Standards and Competencies Included in this Assessment

Computer and Internet

- Identify different types of computers and how individual computers relate to networks
- Differentiate between operating systems and applications software
- Identify the functions of computer hardware, software, and peripheral devices in the information processing cycle
- Utilize Internet and network resources safely, legally, and ethically
- Assess, interpret, and manipulate Internet research

Document Processing Software

- Utilize templates to prepare business documents (e.g., invoices, fax cover sheets, time sheets)
- Create, edit, and format business correspondences and technical documents efficiently (e.g., letters, memos, agendas, minutes, press release reports, and itineraries)
- Enhance documents with graphics
- Create and format tables
- Create and format forms
- Generate form letters, mailing labels, and envelopes using Mail Merge
- Import and export data into other applications

Spreadsheet Software

- Create, edit, and format spreadsheets
- Enhance spreadsheets with graphics
- Define and demonstrate the integration of worksheet applications through pasting, linking, and embedding
- Create, format, and modify charts
- Create formulas and use standard functions
- Create spreadsheets using range names, worksheet protection, and look-up tables
- Manipulate multiple worksheets and workbooks
- Import and export data into other applications

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Specific Standards and Competencies (continued)

Databases

- Enter data and update databases
- Create databases
- Query databases
- Understand and develop relationships to create queries
- Create reports, forms, and combo boxes
- Import and export data into other applications

Presentations

- Create, edit, and format presentations
- Enhance a presentation with advanced features
- Deliver a well-planned professional business presentation

Desktop Publishing

- Create, edit, and format publications
- Enhance a publication with advanced features
- Understand design principles related to page layout



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Specific Standards and Competencies (continued)

Communications Software

- Utilize electronics communications software
- Apply proper electronics communications etiquette
- Use scheduling and contact management software

Office Skills

- Build keyboarding speed and accuracy
- Use copier, fax, projectors, and scanners
- File and manage records and materials
- Process incoming and outgoing mail
- Demonstrate proper interpersonal communication skills in a diverse work environment
- Package and ship materials, and verify and receive shipments
- Assist with travel arrangements and event planning
- Create and maintain a budget
- Apply proofreader's marks and revise text utilizing correct grammar, punctuation, and spelling in all business communications



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Specific Standards and Competencies (continued)

Office Management

- Plan and manage office activities (e.g., meetings, workshops, travel arrangements)
- Describe the roles and responsibilities of an office manager
- Develop time management skills by setting priorities and performing multiple tasks
- Describe safety concerns in an office environment

Business Math

- Convert decimals, percents, and fractions to their equivalent parts
- Properly maintain business checking and savings accounts
- Calculate discounts and sales tax

Accounting

- Understand the accounting equation and classify accounts
- Analyze transactions affecting assets, liabilities, and owner's equity
- Analyze transactions into debit and credit parts
- Post to general ledger
- Reconcile bank statements, and establish and replenish petty cash fund
- Prepare worksheet and adjusting entries
- Prepare balance sheet and income statement
- Record adjusting and closing entries
- Prepare payroll records
- Prepare payroll accounting, taxes, and reports



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Specific Standards and Competencies (continued)

Business Law and Ethics

- Learn business law and business ethics vocabulary
- Explain crimes often associated with business and organizations (e.g., embezzlement, extortion, computer crimes)
- Identify improper use of business technology and property (e.g., computers, personal digital assistants, cell phones, telephones)
- Explain the importance of confidentiality in the workplace
- Compare types of contracts, including related accountability

Office Procedures and Customer Service Communications

- Demonstrate proper electronics and telephone communications etiquette and procedures
- Describe the advantages of customer service in building a loyal customer base
- Describe how data is collected to improve customer service
- Demonstrate the use of effective face-to-face communication with customers
- Identify the ways a customer service representative can develop a rapport with customers



Sample Questions

An effective strategy for safely maintaining a computer password is to

- A. keep a written copy taped to the computer in case it is forgotten
- B. use the same password for all online accounts so the password will be easy to remember
- C. combine eight characters using a combination of letters, numbers, and symbols
- D. choose a password that represents the name or birth date of a family member or pet

The process of adding all the numbers in a range of cells can be performed by using a

- A. sum function
- B. sorting method
- C. math problem
- D. database program

Full justification alignment means that all text

- A. is flush with the left margin only
- B. is in the center of the page
- C. is in line with right and left margins
- D. has a five-space indentation

An advantage of electronic meetings such as teleconferencing is

- A. the body language of participants can be closely observed
- B. people generally feel more relaxed making eye contact
- C. savings in travel time, and costs of meals and hotel rooms
- D. increased punctuality and participation of attendees

An administrative assistant can check the balance of a particular account by referring to the

- A. chart of accounts
- B. source document
- C. journal
- D. ledger

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Sample Questions

To erase a character to the right of the insertion point, use the _____ key.

- A. backspace
- B. escape
- C. delete
- D. right arrow

Enter, retrieve, and update information in an organized and efficient manner by using _____ software.

- A. graphics
- B. database
- C. archival
- D. reporting

In order to most easily create a slide with an organizational chart,

- A. insert a new slide
- B. format background
- C. insert table
- D. change a layout

A file sent with an email message is called a/an

- A. extension
- B. attachment
- C. contact
- D. header

The salutation on a business letter can be followed by a

- A. colon
- B. period
- C. semi-colon
- D. comma

Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

Administration Time: 3 hours

Number of Jobs: 6

Areas Covered:

5% Identification of Account Balances

Using a provided table, participant will indicate the correct debit or credit balance for each account.

10% Journal Entries

Using provided written transactions, participant will record journal entries on a 2- or 5-column journal, with neat and readable handwriting.

42% Spreadsheet

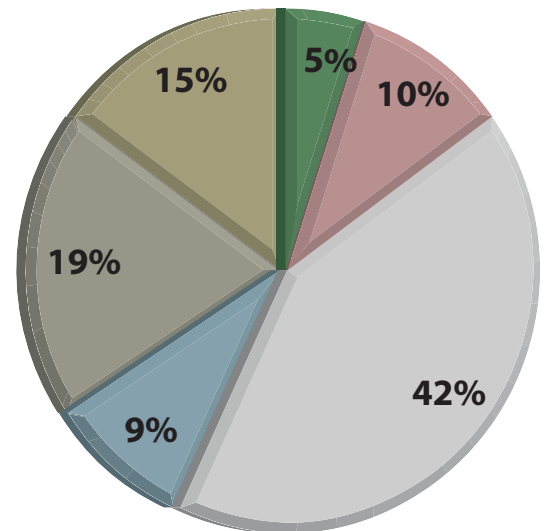
Participant will create and place correctly the spreadsheet heading, column headings, initial data entry for each employee, formula entry, compute totals, use of functions, formatting, create pie chart, and save and print spreadsheet.

9% Banking

Participant will reconcile a bank statement, recording information with neat and readable handwriting.

19% Table Creation

Using word processing software, participant will create a table, including placing name in header and correctly adding document title, column creation, input data, table format, and save and print document.



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Areas Covered (Continued)

15% Presentation

Participant will create a presentation including title slide, second slide, third slide, add slide transitions, and save and print presentation.

Sample Job

Identification of Account Balances

Maximum Time: 5 minutes

Participant Activity: Using the table provided, indicate the normal balance by placing a check mark in the appropriate debit or credit column.

