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# **Administrative Assisting**

## General Assessment Information

### Blueprint Contents

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**Test Type:** The Administrative Assisting assessment is included in NOCTI's Teacher assessment battery. Teacher assessments measure an individual's technical knowledge and skills in a proctored proficiency examination format. These assessments are used in a large number of states as part of the teacher licensing and/or certification process, assessing competency in all aspects of a particular industry. NOCTI Teacher tests typically offer both a written and performance component that must be administered at a NOCTI-approved Area Test Center. Teacher assessments can be delivered in an online or paper/pencil format.

**Revision Team:** The assessment content is based on input from subject matter experts representing the following states: Georgia, Kentucky, Maryland, and Michigan.



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

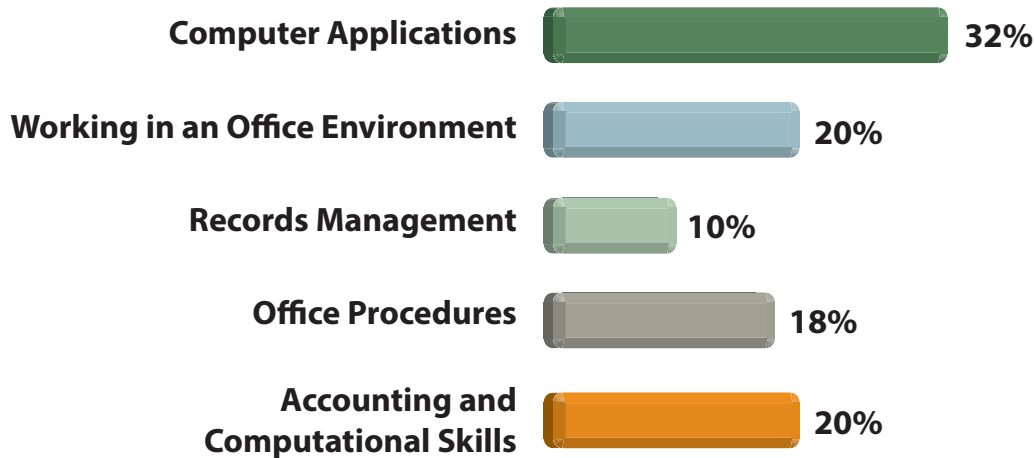
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

**Administration Time:** 3 hours

**Number of Questions:** 189

**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 Applications

- Exhibit understanding of basic computer terminology
- Demonstrate basic computer operating practices (e.g., start-up, rebooting, saving, using the help function)
- Demonstrate understanding of the Internet for research and information
- Display accurate data entry skills
- Display familiarity with formatting techniques and practices
- Utilize procedures and methods to enhance security (e.g., computer, identity, and password)
- Merge mailing lists and forms
- Design newsletters, announcements, and brochures
- Create, edit, and print graphics and charts
- Create, edit, and print spreadsheets
- Create, edit, and print database information
- Create, edit, and print presentation information
- Create, edit, and print letters, envelopes, reports, and memos
- Create, edit, and print simple tables and business forms
- Coordinate meetings, projects, and conferences, including teleconferencing and web meetings
- Demonstrate appropriate uses of email and instant messaging



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## Specific Standards and Competencies (continued)

### Working In An Office Environment

- Exhibit effective written and verbal skills (e.g., correspondence, proofreading, grammar, spelling)
- Prioritize tasks and time
- Display effective listening skills and follow directions accurately
- Demonstrate ethical awareness
- Exhibit effective personal and office safety
- Establish professional networking methods
- Demonstrate problem solving and critical thinking skills
- Display appropriate interpersonal skills and a willingness to assist others

### Records Management

- File by basic filing methods
- Manage electronic document files
- Follow procedures to purge or archive files
- Manage records to ensure physical security and confidentiality
- Demonstrate knowledge of document control procedures (tracing history and access limitation)



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## Specific Standards and Competencies (continued)

### Office Procedures

- Utilize telephone etiquette and take accurate messages, including cell phones, etc.
- Maintain appointment calendars, including office resource reservations
- Make travel arrangements and itineraries (e.g., online reservations)
- Use appropriate reference and training materials
- Prepare meeting agendas and minutes
- Use and maintain office equipment, including copier, fax, and scanner
- Assemble and maintain policy and procedure manuals
- Order and maintain office supply inventory
- Process incoming and outgoing mail, including shipments

### Accounting and Computational Skills

- Demonstrate foundational financial skills
- Make change and manage petty cash funds, including receipts and audit trail
- Exhibit understanding of basic accounting terminology
- Use basic accounting software
- Demonstrate an understanding of journal and ledger entries
- Prepare and demonstrate understanding of payroll data
- Journal accounts receivable and accounts payable
- Prepare bank deposits and reconcile bank statements
- Perform math computations (e.g., interest, percents, discounts, averages, and ratios)



## Sample Questions

**A program that searches the Web for keywords then returns a list is called a**

- A. web browser
- B. search directory
- C. search engine
- D. web server

**A high school office intern makes a mistake in his or her work. As a supervisor, an administrative assistant should**

- A. correct the mistake for the intern
- B. give the work to someone else to correct
- C. give the intern an opportunity to make his or her own correction
- D. report the mistake to the high school principal

**The most widely used filing method is**

- A. chronological
- B. geographical
- C. numerical
- D. alphabetical

**An advantage of metered mail is that it is**

- A. less expensive
- B. more convenient for businesses
- C. easily identified
- D. limited to newspapers and magazines

**A \$300 invoice dated August 1 was paid on August 10. What is the amount of payment if the terms of the invoice are 3/10, 2/15, n/30?**

- A. \$309
- B. \$300
- C. \$294
- D. \$291

## 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:** 5

### Areas Covered:

#### 15% Business Writing – Memo Preparation

Participant will prepare a memo with correct parts, placement, keyboarding skills and appearance.

#### 37% Document Processing

Participant will process form letters, business course selections, budget preparations, and work priority logs.

#### 20% Preparing a Spreadsheet

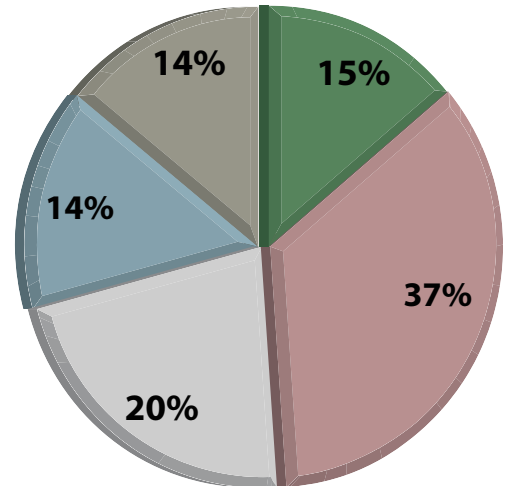
Participant will center main headings and column headings, use currency format, boldfacing, keyboarding skills, and formulas to create a spreadsheet with correct appearance.

#### 14% Creating a Chart

Participant will create a chart in correct form and format with accurate and complete data.

#### 14% Creating a Flyer

Participant will create a flyer with vertical alignment, page border, correct text and bulleted text.





## Sample Job

## Creating a Flyer

**Maximum Time:** 20 minutes

**Participant Activity:** The participant will create a flyer using the specifications provided. Vertically center all information, create a 3-point black page border, type text inside the border using Arial 28 font, create a centered and bulleted list in Arial 20 font and print the flyer.

