



Family and Community Services

General Assessment Information

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General Assessment Information
Written Assessment Information

Sample Written Items
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Test Type: The Family and Community 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 Connecticut, Kentucky, Michigan, New York, Pennsylvania, and South Dakota



19.0707-Family and
Community Services



Career Cluster 10-Human Services



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!



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

In the lower division
baccalaureate/associate degree
category, 1 semester hour in
Family and Community Services

Written Assessment

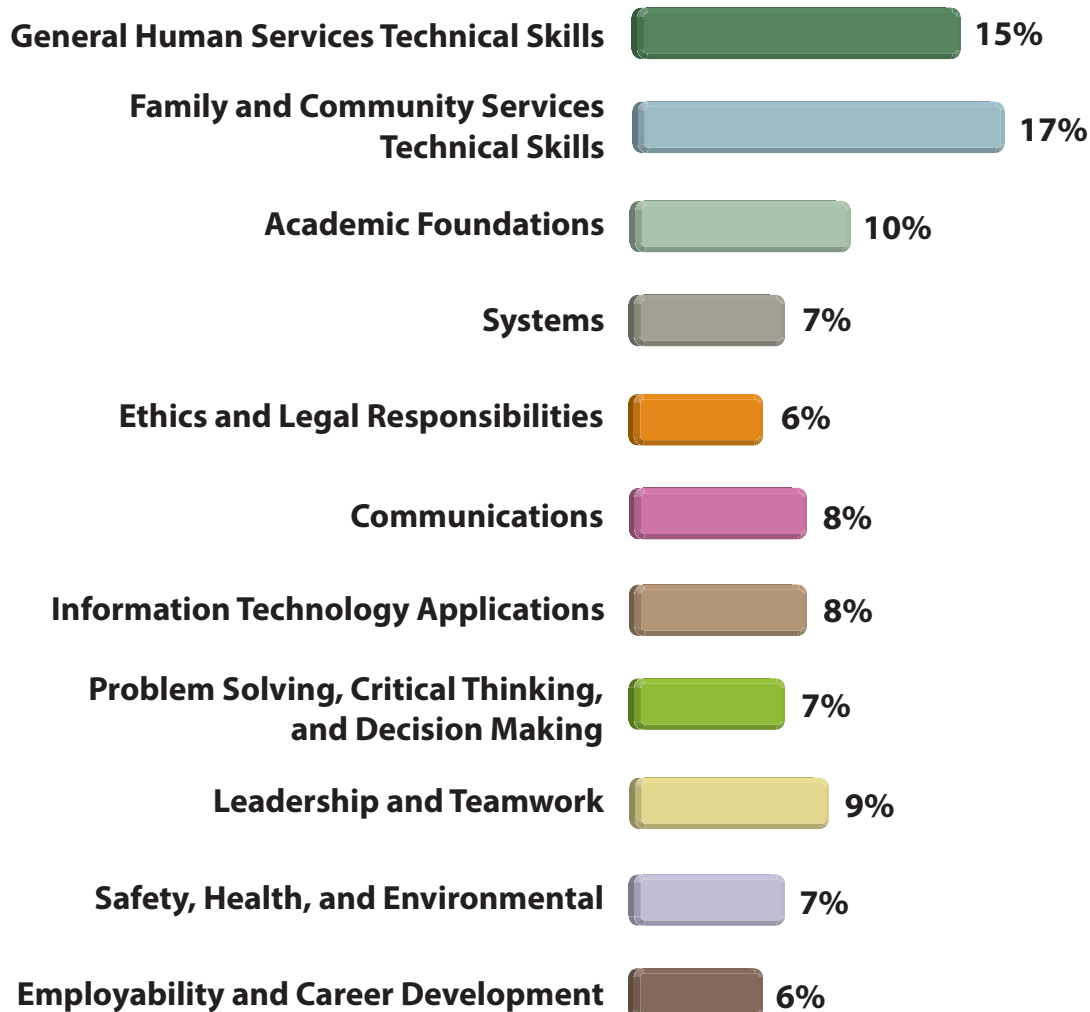
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

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

General Human Services Technical Skills

- Apply professional standards when interacting with clients, coworkers, and public
- Display familiarity with human services-related terminology
- Employ organizational and planning skills to meet the needs of service recipients

Family and Community Services Technical Skills

- Demonstrate an understanding of lifespan development
- Identify and access appropriate community services and resources
- Promote family and community health and wellness
- Evaluate family needs and available community services

Academic Foundations

- Apply literacy skills in a human services career environment
- Apply mathematical skills in a human services career environment
- Apply science skills in a human services career environment

Systems

- Describe relationships, roles, and responsibilities among human service professionals
- Analyze impact on human services of technology, economy, and environment

Ethics and Legal Responsibilities

- Apply appropriate laws, regulations, and industry standards in human services situations
- Identify ethical issues and established ethical behavior in human services situations

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Specific Standards and Competencies (continued)

Communications

- Communicate using appropriate language and level, including using appropriate techniques for communicating with special needs individuals
- Apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with coworkers and the public
- Interpret and use tables, charts, and figures to support written and oral communication

Information Technology Applications

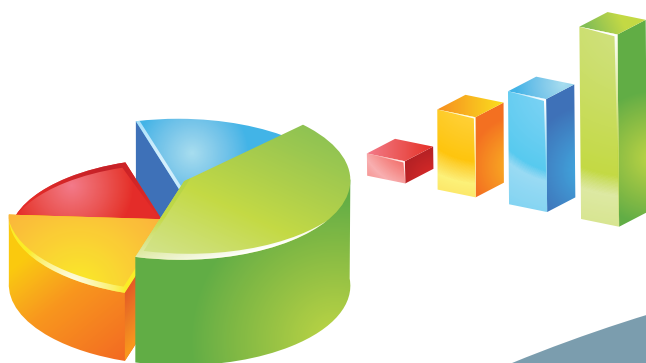
- Use word processing, presentation software, and email applications
- Use spreadsheet and database applications

Problem Solving, Critical Thinking, and Decision Making

- Use problem solving and critical thinking skills to locate credible 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 to suggest and evaluate solutions
- Demonstrate skills involving crisis intervention and management

Leadership and Teamwork

- Apply leadership qualities
- Work effectively in a team environment
- Implement strategies to promote advocacy



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Specific Standards and Competencies (continued)

Safety, Health, and Environmental

- Identify and practice appropriate safety and health procedures
- Demonstrate appropriate emergency and first aid knowledge and procedures
- Identify and practice appropriate environmental procedures

Employability and Career Development

- Demonstrate appropriate workplace behavior
- Pursue career development skills to advance in careers



Sample Questions

Helping clients return to their highest physical and mental function is

- A. holism
- B. psychology
- C. recovery
- D. rehabilitation

A low-cholesterol diet restricts or modifies _____ fat.

- A. saturated
- B. polyunsaturated
- C. unsaturated
- D. monounsaturated

Access to medical information has dramatically increased through use of

- A. the Internet
- B. textbooks
- C. MP3 technology
- D. databases

An example of body language that conveys interest in what a speaker is saying is

- A. repeatedly gazing over the speaker's shoulder
- B. crossing your arms
- C. stifling a yawn
- D. leaning forward slightly

For the safety of clients during home visits, human services professionals are required to

- A. undergo a criminal background check as part of the hiring process
- B. submit a blood sample as part of the hiring process
- C. undergo a complete physical and neurologic exam
- D. disclose confidential information about the client to strangers

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Sample Questions (continued)

It is important for individuals with disabilities to

- A. know everyone in the community
- B. be excluded from community activities
- C. function successfully in the community
- D. accept unneeded community assistance

The federal agency responsible for setting workplace safety standards is

- A. OSHA
- B. FEMA
- C. FICA
- D. OEC

The use of physical punishment by the staff is

- A. a lesson the client will long remember
- B. sometimes worth the risk of being sued
- C. only appropriate in extreme cases
- D. always inappropriate

When presenting information to a large group of agency employees, the best practice to convey content is

- A. lecture format
- B. audio recording
- C. PowerPoint® presentation
- D. skit or dramatization

Participating in ongoing or continuing education classes is a good way to

- A. develop career skills
- B. assure a job promotion
- C. secure a salary increase
- D. impress the supervisor

Notes