

Pilot Assessment

Content is Subject To Change Prior to Full Implementation



Administrative Assisting - Pilot

Code: 4201 / Version: 01

ADMINISTRATIVE ASSISTING - PILOT

Test Code: 4201

Version: 01

Specific Competencies and Skills Tested 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 manipulate graphics
Create, edit, and print charts and spreadsheets
Create, edit, and print database information
Create, edit, and print presentation information
Create, edit, and print documents, letters, envelopes, reports, emails, and memos
Create, edit, and print simple tables and business forms
Coordinate meetings, projects, and conferences, including teleconferencing and web meetings
Demonstrate knowledge of various methods of distributing information via email and instant messaging

Working in an Office Environment

Exhibit effective written and verbal skills
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 demonstrate teamwork
Demonstrate professionalism within the workplace
Exhibit effective proofreading, grammar, and spelling

Administrative Assisting - PILOT (continued)

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 (e.g., tracing history and access limitation)

Office Procedures

Utilize telephone etiquette (e.g., take accurate messages, route phone calls, customer service)

Maintain appointment calendars, including office resource reservations

Make travel arrangements and prepare itineraries (e.g., online reservations)

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

Demonstrate fundamental banking concepts (e.g., deposits, withdrawals, transfers, reconciliations)

Perform math computations (e.g., interest, percents, discounts, averages, and ratios)

Perform business computation (e.g., reimbursement for travel, expense report)

Administrative Assisting - PILOT (continued)

Written Assessment:

Administration Time: 3 hours

Number of Questions: 213

Areas covered:

34%	Computer Applications
22%	Working in an Office Environment
9%	Records Management
15%	Office Procedures
20%	Accounting and Computational Skills

Sample Questions:

Pre-established settings within the software are called

- A. sizes
- B. defaults
- C. pitch
- D. codes

When editing a word processing document, the term "stet" means

- A. delete the original
- B. duplicate the original
- C. leave the original
- D. repeat the correction

When given multiple tasks to complete in one day, the administrative assistant should prioritize the tasks by

- A. numerical order
- B. the date and time assigned
- C. the date and time due
- D. alphabetical order

Empathy means showing _____ for another person's feelings.

- A. contempt and hostility
- B. understanding and concern
- C. agreement and excitement
- D. disbelief and caution

The process of arranging records in alphabetical order after they have been coded is called

- A. categorizing
- B. sorting
- C. indexing
- D. collating

Administrative Assisting - PILOT (continued)

A list of the details pertaining to a planned business trip is called an

- A. expense report
- B. agenda
- C. advance reservation
- D. itinerary

A loss on a financial statement may be formatted with

- A. double underline
- B. strikethrough
- C. italics
- D. parentheses

What is the percentage in favor of the amendment if 95 out of 157 meeting attendees voted to accept the amendment?

- A. 0.605 percent
- B. 39.5 percent
- C. 60.5 percent
- D. 165.2 percent

The purpose of a policy and procedure manual is to

- A. provide a set of questions for employees to debate
- B. suggest likely alternatives to a general problem for employees
- C. relate specific information, regulations, and guidelines to employees
- D. recommend a mentoring program for employees

Decrease abuse of computer records systems by

- A. regulating access to computer records
- B. downsizing the workforce
- C. regulating access to managerial staff
- D. upgrading the workstation operating system

Administrative Assisting - PILOT (continued)

Performance Assessment:

Administration Time: 3 hours
Number of Jobs: 5

Areas Covered:

- 12% **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.
- 19% **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.
- 12% **Creating a Chart**
Participant will create a chart in correct form and format with accurate and complete data.
- 20% **Creating a Flyer**
Participant will create a flyer with a page border, correct text and format, and bulleted text.

Sample Job: Creating a Flyer

Maximum Job Time: 20 minutes

The participant will create a flyer using the specifications provided. Create a 3-point, double-lined page border, type text inside the border using Arial font different sizes, create a left aligned and bulleted list in Arial 24 font, and print the flyer.