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# **21st Century Skills for Workplace Success**

## General Assessment Information

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**Test Type:** The 21st Century Skills for Workplace Success industry-based credential is included in NOCTI's Employability assessment battery. NOCTI's employability credentials measure the skills that represent critical knowledge needed for success in the workplace. The Employability assessments offer a written component and can be used at the secondary and post-secondary levels. Employability assessments can be delivered in an online or paper/pencil format.

**Revision Team:** The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of California, Georgia, Michigan, Ohio, Washington, and the District of Columbia.



35.0103- Business and  
Social Skills



Career Cluster - Employability Skills

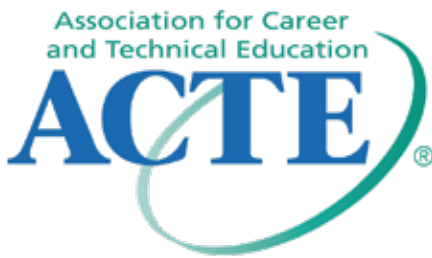


NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE  
University of the State of New York - Regents Research Fund

In the lower division  
baccalaureate/associate degree  
category, 3 semester hours in  
Workplace Literacy or General  
Business.

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## General Assessment Information (continued)



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!



INTERNATIONAL SIGN ASSOCIATION

[www.signs.org](http://www.signs.org)

The International Sign Association (ISA) represents manufacturers, suppliers and users of on-premise signs and sign products from all 50 states and around the globe. The sign and visual communications industry is a \$37.5 billion business that employs more than 200,000 individuals. One of ISA's long term goals is to showcase and promote the many exciting and diverse career opportunities that exist within the sign and visual communications industry and to apprise students of the abundant employment opportunities that are present to skilled and qualified candidates. ISA strongly encourages and supports students that work to enhance their educational achievements by completing NOCTI assessments.



Center  
for Global  
Education

The Center for Global Education at Asia Society drives educational transformation in the United States and around the world to educate all students for employability and citizenship in a global era. Asia Society and NOCTI have collaborated to integrate global competence into the 21st Century Skills for Workplace Success credential. The Center for Global Education recognizes the importance of both employability skills and global competence as key components for a future workforce where success increasingly requires the ability to compete, connect, and cooperate on an international scale. By completing this assessment, you are demonstrating your understanding of these key components!

## Written Assessment

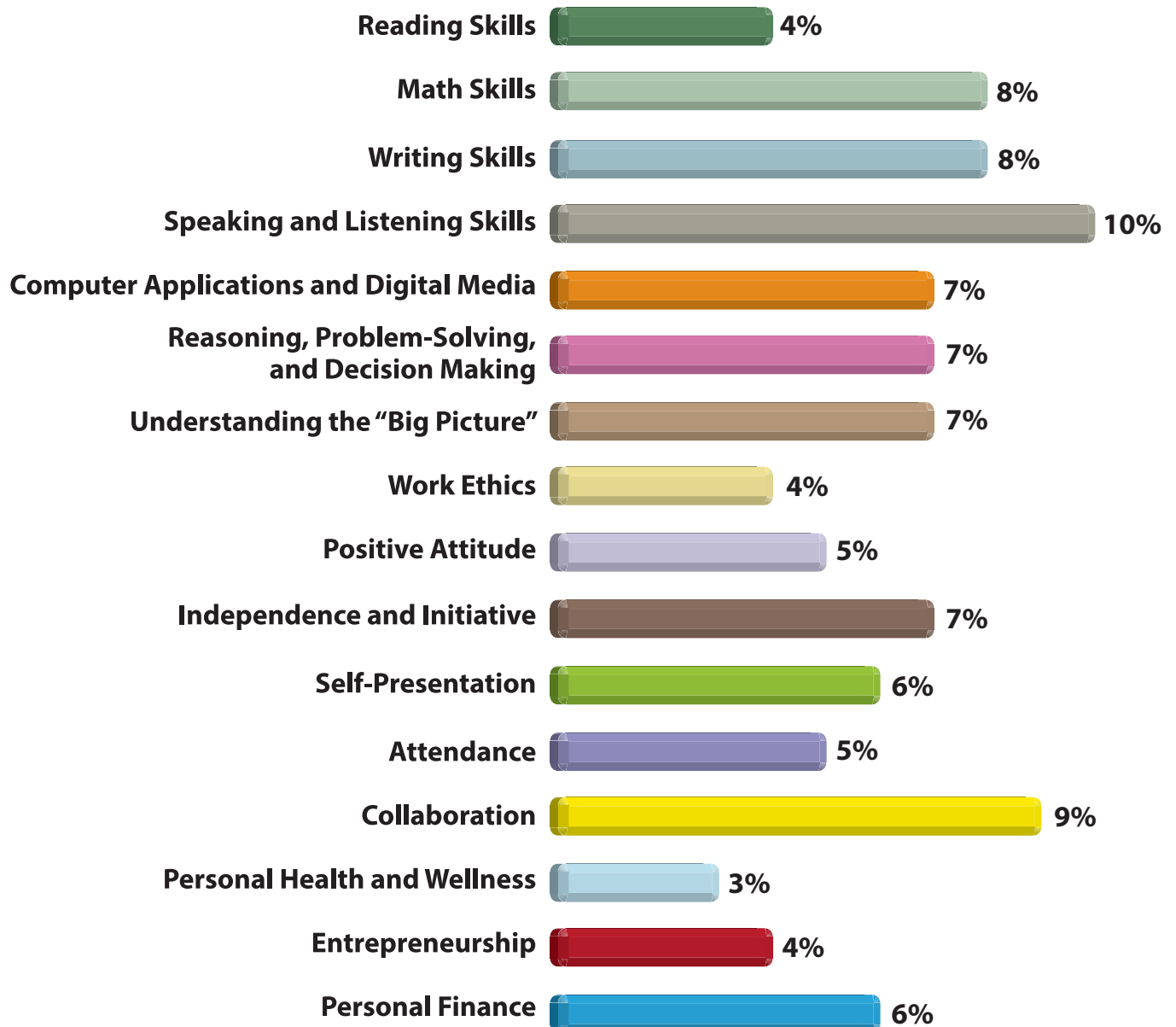
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

**Administration Time:** 3 hours

**Number of Questions:** 144

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

### Areas Covered



## Specific Standards and Competencies Included in this Assessment

Employability skills and global competence are key components for a future workforce where success increasingly requires the ability to compete, connect, and cooperate on an international scale. This assessment includes integrated global competencies.

### Reading Skills

- Interpret and comprehend technical and general interest in written material
- Apply understanding of the material to job tasks

### Math Skills

- Perform math operations using whole numbers, fractions, and percentages
- Use statistics (mean, mode, median, standard deviation) to monitor processes and quality of performance
- Use mathematical reasoning to solve word problems and interpret graphics
- Use algebra-based formulas

### Writing Skills

- Determine purpose and audience
- Gather information
- Plan the format/layout
- Write a first draft
- Edit and revise to ensure document is complete, clear, concise, correct, courteous, and coherent

### Speaking and Listening Skills

- Use effective communication skills
- Provide and comprehend directions or instructions
- Give and respond to oral reports or presentations
- Participate in group or team discussions
- Engage in conversations with coworkers, supervisors, and clients

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## Specific Standards and Competencies (continued)

### **Computer Applications and Digital Media**

- Utilize word processing, spreadsheet, and database software
- Transfer the operating principles of one application to another similar application
- Use the knowledge of computer logic, operating systems, and basic troubleshooting techniques
- Use social media appropriately and effectively, in personal and professional situations

### **Reasoning, Problem-Solving, and Decision Making**

- Differentiate among types of problems (technical, human relations, ethical)
- Use established methods of problem-solving and decision making in individual and group settings
- Apply previous learning to situations where problems must be solved or decisions made quickly
- Test solutions or decisions to determine effects or to identify related problems

### **Understanding the “Big Picture”**

- Identify the company’s mission and the individual employee’s contribution to that mission
- Identify how the company functions within the broad world of business, industry, and service
- Interpret organizational policies and procedures
- Explain the necessity and benefits/disadvantages of organizational change
- Explain basic economic concepts

### **Work Ethics**

- Exhibit responsibility
- Exhibit professional practices
- Explain basic legal and fiduciary obligations

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## Specific Standards and Competencies (continued)

### Positive Attitude

- Cooperate in a pleasant and polite manner with clients, coworkers, and supervisors
- Exhibit flexibility and adaptability
- Take directions willingly

### Independence and Initiative

- Work without constant supervision
- Exhibit willingness to learn
- Find tasks to perform on one's own
- Exhibit interest in making the organization more effective and productive
- Maintain work standards in the midst of change

### Self-Presentation

- Identify ways in which the individual employee represents the organization
- Exhibit a neat appearance
- Exhibit elements required in professional settings

### Attendance

- Limit tardiness, early departures, and absences to legitimate and essential occasions
- Explain the importance of satisfactory attendance to the overall operation of the business
- Negotiate anticipated absences according to company policy
- Call in to notify the supervisor of unanticipated absences



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## Specific Standards and Competencies (continued)

### Collaboration

- Attend team meetings, focus on the topic/purpose, offer facts and ideas, and help others to contribute
- Look for ways to help others
- Recognize others for their contributions
- Let others know what is needed to get the job done
- Provide clear documentation of assignments, goals, and timelines
- Explain the importance of teamwork to the overall operation of the business

### Personal Health and Wellness

- Identify healthy practices and behaviors that will maintain or improve the health of self
- Identify ways to reduce or prevent injuries and illness

### Entrepreneurship

- Identify the characteristics of a successful entrepreneur
- List the advantages and disadvantages of being an entrepreneur
- Identify aspects of owning or starting up a small business

### Personal Finance

- Calculate, track, and evaluate income and spending
- Evaluate savings and investment options to meet short and long term goals
- Analyze the costs and benefits of various types of credit and debt
- Identify and evaluate types of risk and insurance



## Sample Questions

**The supermarket allows its customers to use a discount card that reduces their cost by 8 percent. Sam remembered to bring his card with him today. If his before-tax purchase was \$125.00, what is his cost after he applies the discount card?**

- A. \$10.00
- B. \$15.00
- C. \$110.00
- D. \$115.00

**The audience of a memo is**

- A. fellow employees
- B. potential clients
- C. sales representatives
- D. corporate sponsors

**Which of the following is the most specific definition of a problem?**

- A. The equipment stopped operating.
- B. The product is defective.
- C. The machine is making a strange noise.
- D. The drive belt is broken.

**If a coworker was asked for a good tip on improving listening habits, which one should be chosen?**

- A. Concentrate on the speaker rather than the message, and focus on body language.
- B. Listen with a purpose or interest, identify cues, recognize common patterns of organization, and take notes.
- C. Record the message on tape without taking notes.
- D. Do not ask questions during the presentation.

**Which of the following kinds of software should be used to keep track of bills and money earned?**

- A. word processing
- B. spreadsheet
- C. survey analysis
- D. graphics

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### Sample Questions (continued)

**A summary describing the purpose of an organization is known as a**

- A. vision statement
- B. company policy
- C. mission statement
- D. performance evaluation

**Sondra leads a team of 15 sales professionals. When Kendra, the lowest-performing team member accuses Rion, a top performer, of incorrect ethical behavior, Sondra should begin to solve the problem by**

- A. threatening Rion with the loss of his job
- B. investigating Kendra for possible wrong-doing
- C. opening a dialogue with Kendra and Rion
- D. telling Kendra and Rion to work it out themselves

**Collaborating with others demonstrates the ability to work effectively and**

- A. independently
- B. aggressively
- C. respectfully
- D. passively

**The term, prioritizing, is used in connection with**

- A. managing time
- B. solving problems
- C. preparing organizational charts
- D. listing questions

**To make a customer feel at ease,**

- A. immediately suggest products and services
- B. begin an aggressive sales presentation
- C. greet the customer and shake hands
- D. keep busy working while talking to the customer