

New Assessment for 2024-25

The final version of this test will be released in August 2024. This blueprint serves as a general guide to the content included on the test, although there may be minor changes before implementation.



Administrative Services

Code: 1305 / Version: 01

NOCTI

PATHWAY ASSESSMENT BLUEPRINT

ADMINISTRATIVE SERVICES

Test Code: 1305

Version: 01

Specific competencies and skills tested in this assessment:

Business Management Technical Skills

Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership, sole proprietorship)

Use planning and analytical tools to guide and manage an organization's business activities

Apply marketing techniques to foster business growth

Plan and evaluate the use of financial resources to effectively manage a business

Demonstrate understanding of doing business in a global environment

Administrative Services

Apply planning/time management principles to accomplish workplace objectives
(e.g., schedule meetings, prioritize activities)

Establish and follow procedures to manage information, documents, and confidential material

Select appropriate modes to prepare and send internal and external documents

Interact with employees and customers effectively and professionally

Academic Foundations

Apply reading skills in a business environment

Apply writing skills in a business environment

Apply mathematical skills in a business environment

Apply economic skills in a business environment

Systems

Demonstrate understanding of the role of government and other regulatory bodies in business

Demonstrate understanding of company hierarchies and roles within company structures

Ethics and Legal Responsibilities

Apply business laws and regulations to business situations

Exhibit ethical standards in conducting business negotiations and making business decisions

Demonstrate understanding of ethical and unethical business policies and procedures

Administrative Services (continued)

Communications

Identify reliable sources of information to communicate with coworkers and clients
Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
Apply listening skills to enhance communication with coworkers and clients
Interpret verbal and nonverbal behaviors including a global workplace culture

Information Technology Applications

Use word processing, presentation, database, and spreadsheet software to perform common business tasks
Use social media, mobile technologies, and live streaming
Interpret data from graphs, tables, and charts
Understand the use of web applications and virtual environments

Problem Solving, Critical Thinking, and Decision Making

Use problem solving and critical thinking skills to determine root causes of problems, locate good sources of information, and suggest solutions
Demonstrate decision-making skills and methods of implementation

Leadership and Teamwork

Apply leadership practices to improve the productivity and quality of the working environment
Demonstrate how to work effectively in a team environment to accomplish company goals and improve quality of the working environment

Safety, Health, and Environmental

Identify and practice appropriate health and safety procedures in business environments
Apply appropriate emergency procedures in business occupations and situations

Employability and Career Development

Demonstrate employability skills related to a career in business
Explore career development opportunities to advance in business careers

Administrative Services (continued)

Written Assessment:

Administration Time: 2 hours
Number of Questions: 114

Areas Covered:

- 13% Business Management Technical Skills
- 17% Administrative Services
- 11% Academic Foundations
- 5% Systems
- 9% Ethics and Legal Responsibilities
- 11% Communications
- 12% Information Technology Applications
- 6% Problem Solving, Critical Thinking, and Decision Making
- 6% Leadership and Teamwork
- 6% Safety, Health, and Environmental
- 5% Employability and Career Development

Sample Questions:

A sales forecast can help a retailer

- A. accurately plan for the upcoming holiday season
- B. maintain accurate purchasing records
- C. determine the cost of goods sold
- D. determine past profits

A meeting agenda should most likely include the start and end times, topics to be discussed, and

- A. beverages served
- B. meeting location
- C. list of attendees
- D. date of the prior meeting

Select the sentence below that is correctly written.

- A. The stock was to expensive for me to buy.
- B. I think she said she worked their.
- C. Jim's patients was wearing thin by the end of the day.
- D. I left the correspondence on the manager's desk.

Administrative Services (continued)

The four types of active listening are informative, evaluative, emphatic, and

- A. direct
- B. reflective
- C. indirect
- D. obscure

The most efficient software to use for business correspondence is

- A. spreadsheet
- B. presentation
- C. financial
- D. word processing