



Job Ready Assessment Blueprint

21st Century Skills for Workplace Success



Test Code: 1337 / Version: 01

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General Assessment Information

Blueprint Contents

General Assessment Information
Written Assessment Information

Specific Competencies Covered in the Test-
Sample Written Items

Test Type: The 21st Century Skills for Workplace Success industry-based credential is included in NOCTI's Job Ready assessment battery. Job Ready assessments measure technical skills at the occupational level and include items which gauge factual and theoretical knowledge. Job Ready assessments typically offer both a written and performance component and can be used at the secondary and post-secondary levels. Job Ready 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 Connecticut, Idaho, Kentucky, Maine, and Virginia.



35.0103- Business and
Social Skills



Career Cluster - Employability Skills

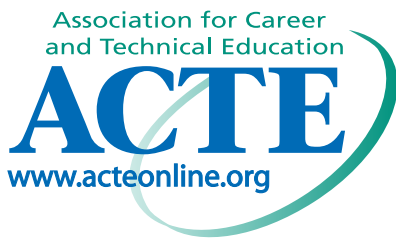


NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

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

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.

Written Assessment

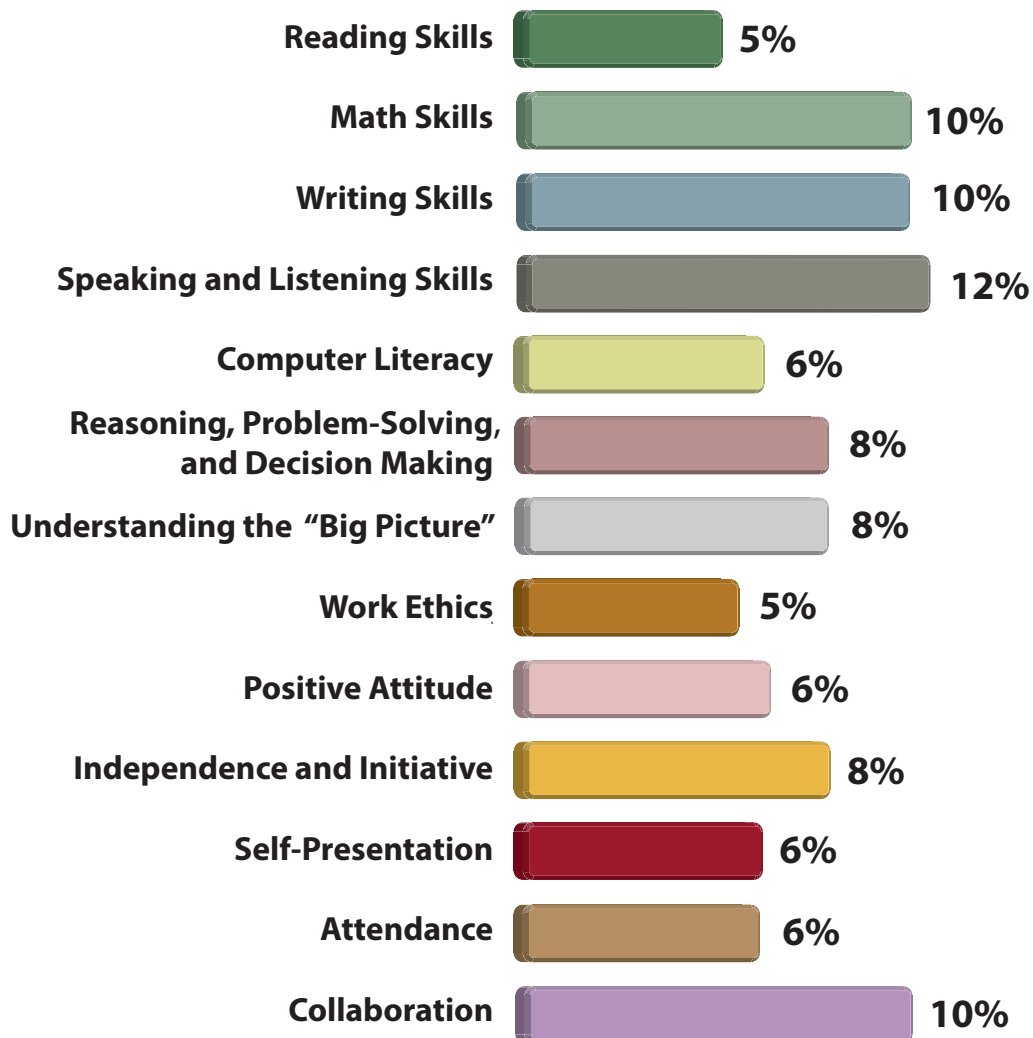
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 2 hours

Number of Questions: 124

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

Areas Covered



Specific Standards and Competencies Included in this Assessment

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

Computer Literacy

- 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

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Specific Standards and Competencies (continued)

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

Positive Attitude

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



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Specific Standards and Competencies (continued)

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

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



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. web authoring
- 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

The wrong way to handle a problem when it arises is to

- A. find a solution to the problem
- B. place blame on the person at fault
- C. maintain a positive attitude
- D. deal with the problem quickly

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