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## **Administrative Services**

## General Assessment Information

### Blueprint Contents

General Assessment Information  
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**Test Type:** The Administrative Services industry-based credential is included in NOCTI's Foundational assessment battery. Foundational assessments measure technical skills at the occupational level and include items which gauge factual and theoretical knowledge. Foundational assessments include a written component only and can be used at the secondary and post-secondary levels. Foundational assessments can be delivered in an online or paper/pencil format.

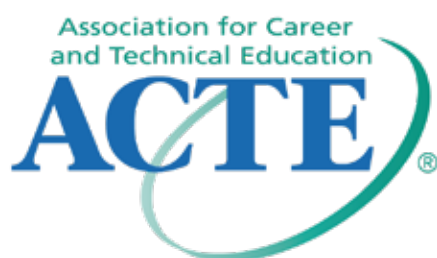
**Revision Team:** The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Georgia, Michigan, New Jersey, New York, Ohio, Pennsylvania, Virginia.



52.0499-Business Operations  
Support and Secretarial Services



Career Cluster  
Business Management and Administration



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!

## Written Assessment

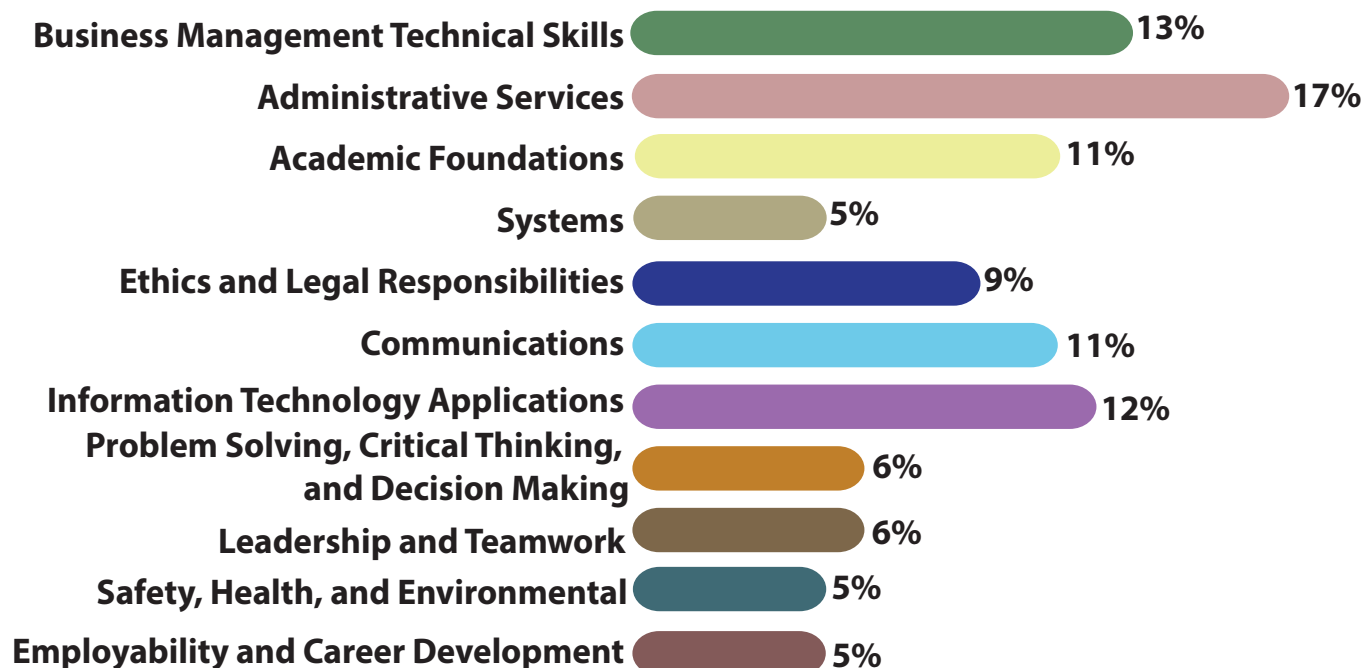
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

**Administration Time:** 2 hours

**Number of Questions:** 114

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

### Areas Covered



## Specific Standards and Competencies Included 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

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## Specific Standards and Competencies (continued)

### **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

### **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

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## *Specific Standards and Competencies (continued)*

### **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

## 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.

**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

Notes

