



Employability Skills

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Test Type: The Employability Skills industry-based credential is included in NOCTI's Foundational assessment battery. This employability foundational assessment measure the skills that represent critical knowledge needed for success in the workplace. Foundational assessments include a written component only and can be used at the secondary and postsecondary levels. Foundational assessments can be delivered in an online or paper/pencil format.

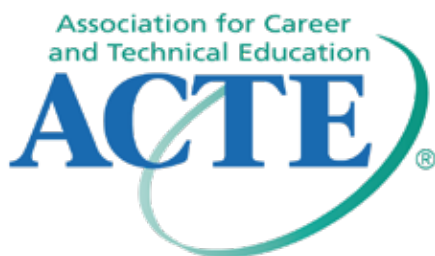
Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Alabama, Florida, Georgia, Michigan, Minnesota, and Virginia.



35.0103- Business and
Social Skills



Career Cluster - Employability Skills



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!

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Written Assessment

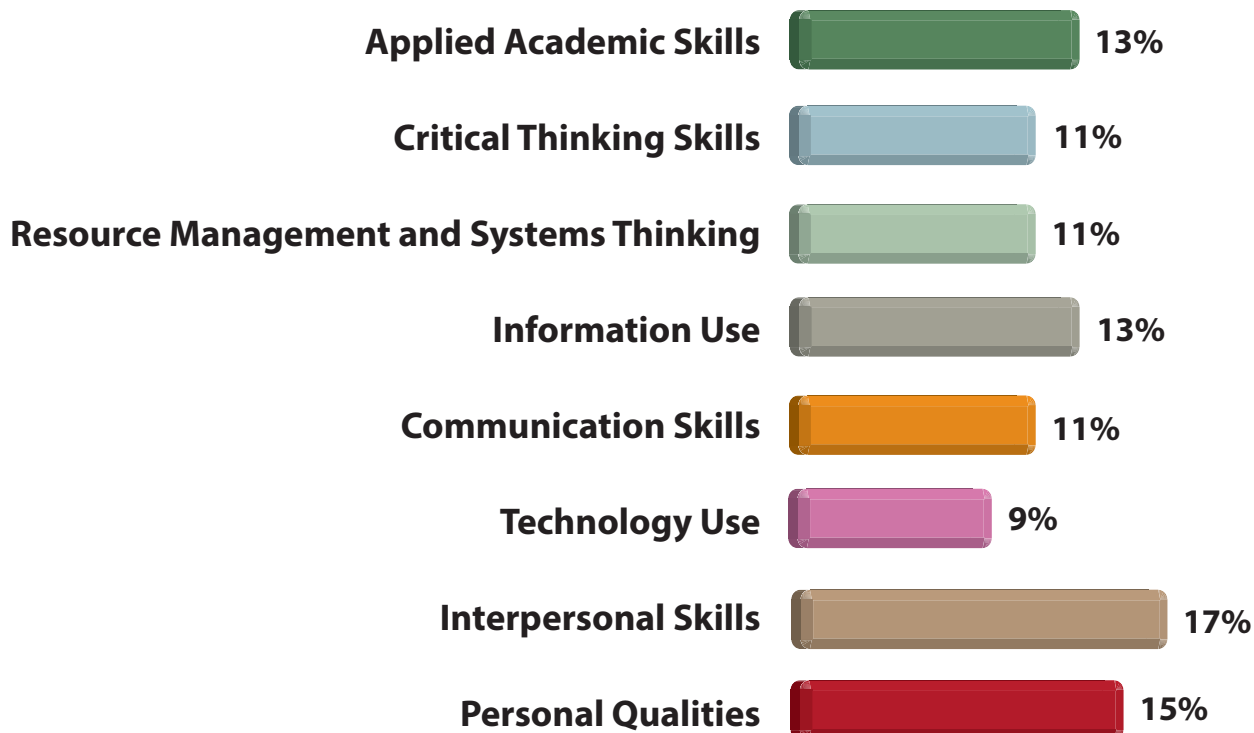
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 120 minutes

Number of Questions: 111

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.

Applied Academic Skills

- Uses reading skills in a workplace environment
- Uses writing skills in a workplace environment
- Uses mathematical strategies and procedures

Critical Thinking Skills

- Applies analytical and strategic thinking
- Analyzes and solves problems using reasoning skills and sound decision-making processes
- Plans and organizes tasks and projects

Resource Management and Systems Thinking

- Demonstrates time management skills and prioritizes work effectively
- Responsibly uses allocated resources (e.g., materials, finances, personnel) for projects
- Understands roles and missions within an organization

Information Use

- Uses analytical strategies to determine best medium for finding information
- Uses information effectively to support projects and tasks
- Assesses information for accuracy, relevance, and quality
- Communicates information appropriately for different tasks and audiences

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Specific Standards and Competencies (continued)

Communication Skills

- Effectively communicates with individuals and groups
- Listens actively
- Interprets verbal and nonverbal communication appropriately

Technology Use

- Uses word processing, spreadsheet, and database software
- Uses social media appropriately and effectively in personal and professional situations

Interpersonal Skills

- Understands teamwork and works effectively with others
- Exhibits a positive customer service attitude
- Respects individual differences

Personal Qualities

- Demonstrates responsibility and self-discipline
- Takes initiative and works independently
- Demonstrates a willingness to learn



Sample Questions

Select the sentence below that is written correctly.

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

When coming up with possible solutions to problems at work, an employee should

- A. only listen to project managers
- B. discuss the problem with as many outside parties as possible
- C. listen to all possible solutions first
- D. speak to numerous employees and criticize possibilities

A business may provide employees with a document explaining what their firm expects in terms of their responsibilities and behaviors toward coworkers and customers. This document is called a

- A. Mission Statement
- B. Code of Ethics
- C. Vision Statement
- D. Code of Honor

When conducting internet research on the side effects of a particular drug, the most important thing to consider is the

- A. number of sites listed
- B. source of the information
- C. number of hits the page receives
- D. site creation date

A manager has asked an employee to provide her with regular updates about a project. If the manager is in a different location than the employee, what is the most efficient way to do this?

- A. Send a calendar invitation to the manager to attend all project meetings.
- B. Call the manager daily to give her a progress report.
- C. Copy the manager on various messages about the project.
- D. Submit a weekly summary for the manager including specific updates.

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Sample Questions (continued)

When applying active listening skills, the listener might say to the speaker, "What I think I heard you say was..." This process is called

- A. confronting
- B. clarifying
- C. consolidating
- D. conversing

After changes have been made to an existing file and saved under a new name, the original file is

- A. deleted
- B. modified
- C. unchanged
- D. formatted

Teamwork can improve business operations because it

- A. keeps difficult employees busy with projects
- B. makes employees feel as if they have a say
- C. helps keep employees from gossiping
- D. increases productivity, efficiency, and innovation

When a disgruntled customer calls,

- A. ask the customer to "please hold" while you enter information into the system
- B. immediately tell the customer that the call will be transferred to a manager
- C. be courteous, listen, and address all concerns in a calm, professional manner
- D. ask the customer to calm down and listen to the process for complaints

Effective performance evaluations help workers identify

- A. job tasks they perform better than other workers
- B. how to assess their own job skills and knowledge
- C. the best ways to ask for a salary increase
- D. strengths and weaknesses in doing their jobs