

Pilot Assessment

Content is Subject To Change Prior to Full Implementation



Employability Skills

NOCTI

FOUNDATIONAL ASSESSMENT BLUEPRINT

EMPLOYABILITY SKILLS - PILOT

Test Code: 1540

Version: 1

Specific Competencies and Skills Tested in this Assessment:

Communication Skills

Apply active listening skills
Understand and follow oral and written instructions
Interpret and appropriately apply verbal and nonverbal communication
Determine the most appropriate means of communication and tailor to the audience
Identify components of effective written communication

Critical Thinking and Problem Solving

Demonstrate reasoning skills, make sound decisions, and draw accurate conclusions
Demonstrate an understanding of conflict resolution
Identify strategies to adapt to unfamiliar situations and tasks

Professionalism

Adhere to workplace policies regarding attendance
Demonstrate professional conduct when interacting with coworkers and customers
Listen and respond appropriately to criticism and feedback
Accept accountability for decisions and outcomes

Collaboration and Teamwork

Demonstrate respectful and thoughtful behavior when interacting with diverse populations
Recognize and value diversity within a team
Identify strategies to act as a productive and helpful member of a team
Demonstrate emotional intelligence
Identify strategies to share ideas thoughtfully and respectfully in collaborative settings

Employability Skills - PILOT (continued)

Technology and Information Literacy

Demonstrate understanding of using technology in an ethical and responsible way
Identify components of safe and responsible social media usage
Identify strategies to use artificial intelligence tools responsibly and ethically
Demonstrate openness and willingness to learn new technology and tools

Workplace Systems and Resource Management

Demonstrate understanding of workplace safety rules and regulations
Adhere to workplace policies and culture regarding personal matters
Demonstrate understanding of appropriate time management skills

Job Search Skills

Identify and apply effective interviewing skills
Demonstrate understanding of a resumé and follow job application directions
Maintain a professional email status
Maintain an appropriate public social media presence

Employability Skills - PILOT (continued)

Written Assessment:

Administration Time: 2 hours

Number of Questions: 108

Areas Covered:

- 17% Communication Skills
- 16% Critical Thinking and Problem Solving
- 16% Professionalism
- 15% Collaboration and Teamwork
- 11% Technology and Information Literacy
- 14% Workplace Systems and Resource Management
- 11% Job Search Skills

Sample Questions:

Which sentence has been properly proofread for professional communication?

- A. There is alot of work to be done; let's start soon!
- B. There is a lot of work to be done let's start soon!
- C. There is a lot of work to be done; let's start soon!
- D. Their is a lot of work to be done, let's start soon!

Which goal best demonstrates all components of a SMART goal?

- A. I want to improve my Excel skills by taking some training and using Excel more often at work.
- B. I will complete advanced Excel training soon so I can be better at using formulas in my projects.
- C. I will complete one advanced Excel course to improve my technical skills and contribute more effectively to my team.
- D. I will complete one advanced Excel course and apply at least two new functions in work projects within the next six weeks.

Alerting customers to a potential delay in delivery is an example of _____ communication.

- A. reactive
- B. courteous
- C. responsive
- D. proactive

Employability Skills - PILOT (continued)

A customer is frustrated about a meal that was delivered to their table incorrectly. The employee feels defensive and notices the customer's voice is getting louder. To deescalate the situation, the employee should

- A. explain the restaurant's policy and ask the customer to lower their voice before continuing the conversation
- B. acknowledge the customer's frustration and calmly provide a possible solution
- C. apologize briefly and immediately replace the meal without engaging in further discussion
- D. remain silent until the customer finishes speaking and then refer the issue to a manager

Which strategy would be an appropriate use of AI in the workplace?

- A. completing tasks end to end without reviewing outputs to maximize efficiency
- B. generating starting points for ideas and verifying the original source material for accuracy
- C. using AI to make the final business or policy decisions
- D. storing and analyzing confidential company data without additional safeguards

When searching for a new position, the social media platform LinkedIn™ can be utilized because it allows candidates to

- A. share personal updates and daily activities with friends
- B. apply anonymously to jobs without creating a profile
- C. bypass employer screening processes through direct messaging
- D. highlight professional experiences and network