



---

# **Administrative Assisting**

## General Assessment Information

### Blueprint Contents

General Assessment Information	Sample Written Items
Written Assessment Information	Performance Assessment Information
Specific Competencies Covered in the Test	Sample Performance Job

**Test Type:** The Administrative Assisting 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 Georgia, Kentucky, Maryland, and Michigan.



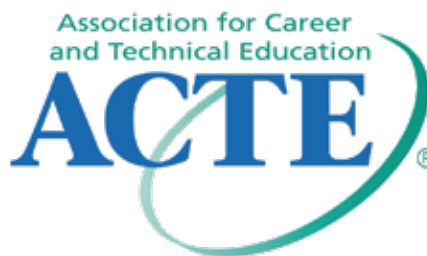
52.0401- Administrative Assistant and Secretarial Science, General



Career Cluster 4-  
Business Management  
and Administration



43-6014.00- Secretaries  
and Administrative Assistants, Except  
Legal, Medical, and Executive



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!



In the lower division baccalaureate/associate degree category, 3 semester hours in Administrative Assisting or Business Management.

## Written Assessment

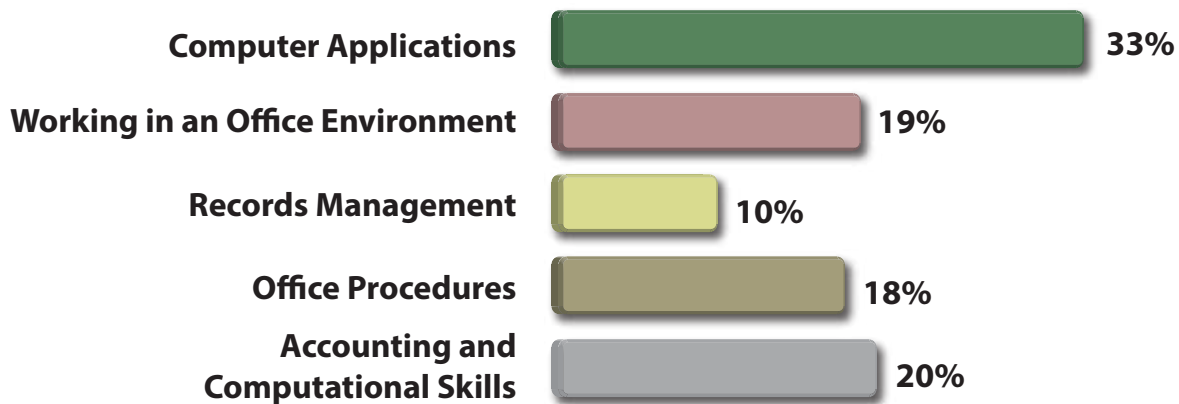
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

**Administration Time:** 3 hours

**Number of Questions:** 195

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

### Areas Covered



## Specific Standards and Competencies Included in this Assessment

### Computer Applications

- Exhibit understanding of basic computer terminology
- Demonstrate basic computer operating practices (e.g., start-up, rebooting, saving, using the help function)
- Demonstrate understanding of the Internet for research and information
- Display accurate data entry skills
- Display familiarity with formatting techniques and practices
- Utilize procedures and methods to enhance security (e.g., computer, identity, and password)
- Merge mailing lists and forms
- Design newsletters, announcements, and brochures
- Create, edit, and print graphics and charts
- Create, edit, and print spreadsheets
- Create, edit, and print database information
- Create, edit, and print presentation information
- Create, edit, and print letters, envelopes, reports, and memos
- Create, edit, and print simple tables and business forms
- Coordinate meetings, projects, and conferences, including teleconferencing and web meetings
- Demonstrate appropriate uses of email and instant messaging



(Continued on the following page)

Please note, due to a shift in OSHA terminology, that any references to "Material Safety Data Sheets (MSDS)" will be changed to "Safety Data Sheets (SDS)" during the next scheduled revision.

## Specific Standards and Competencies (continued)

### Working in an Office Environment

- Exhibit effective written and verbal skills (e.g., correspondence, proofreading, grammar, spelling)
- Prioritize tasks and time
- Display effective listening skills and follow directions accurately
- Demonstrate ethical awareness
- Exhibit effective personal and office safety
- Establish professional networking methods
- Demonstrate problem solving and critical thinking skills
- Display appropriate interpersonal skills and a willingness to assist others

### Records Management

- File by basic filing methods
- Manage electronic document files
- Follow procedures to purge or archive files
- Manage records to ensure physical security and confidentiality
- Demonstrate knowledge of document control procedures (tracing history and access limitation)



(Continued on the following page)

## Specific Standards and Competencies (continued)

### Office Procedures

- Utilize telephone etiquette and take accurate messages, including cell phones, pagers, and other communication devices
- Maintain appointment calendars, including office resource reservations
- Make travel arrangements and itineraries (e.g., online reservations)
- Use appropriate reference and training materials
- Prepare meeting agendas and minutes
- Use and maintain office equipment, including copier, fax, and scanner
- Assemble and maintain policy and procedure manuals
- Order and maintain office supply inventory
- Process incoming and outgoing mail, including shipments

### Accounting and Computational Skills

- Demonstrate foundational financial skills
- Make change and manage petty cash funds, including receipts and audit trail
- Exhibit understanding of basic accounting terminology
- Use basic accounting software
- Demonstrate an understanding of journal and ledger entries
- Prepare and demonstrate understanding of payroll data
- Journal accounts receivable and accounts payable
- Prepare bank deposits and reconcile bank statements
- Perform math computations (e.g., interest, percents, discounts, averages, and ratios)



## Sample Questions

**A program that searches the Web for keywords then returns a list is called a**

- A. web browser
- B. search directory
- C. search engine
- D. web server

**A high school office intern makes a mistake in his or her work. As a supervisor, an administrative assistant should**

- A. correct the mistake for the intern
- B. give the work to someone else to correct
- C. give the intern an opportunity to make his or her own correction
- D. report the mistake to the high school principal

**The most widely used filing method is**

- A. chronological
- B. geographical
- C. numerical
- D. alphabetical

**An advantage of metered mail is that it is**

- A. less expensive
- B. more convenient for businesses
- C. easily identified
- D. limited to newspapers and magazines

**A \$300 invoice dated August 1 was paid on August 10. What is the amount of payment if the terms of the invoice are 3/10, 2/15, n/30?**

- A. \$309
- B. \$300
- C. \$294
- D. \$291

*(Continued on the following page)*

## Sample Questions (continued)

**An effective strategy for safely maintaining a computer password is to**

- A. keep a written copy taped to the computer in case it is forgotten
- B. use the same password for all online accounts so the password will be easy to remember
- C. combine eight characters using a combination of letters, numbers, and symbols
- D. choose a password that represents the name or birth date of a family member or pet

**A notation in a file showing that the record being sought is stored elsewhere is called**

- A. cross-indexing
- B. sorting
- C. cross-referencing
- D. retrieving

**A listing of the records and length of time that they must be kept by a business is called a**

- A. destruction file
- B. storage log
- C. records log
- D. retention schedule

**A petty cash fund is used in business**

- A. for lending small sums to employees
- B. for making change to retail customers
- C. for paying small expenses
- D. as a savings account to be used in emergencies

**When preparing a bank deposit, the first task will be to see that all checks are properly**

- A. negotiated
- B. endorsed
- C. bonded
- D. reconciled



## Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

**Administration Time:** 3 hours

**Number of Jobs:** 5

### Areas Covered:

#### 15% Business Writing – Memo Preparation

Participants will prepare a memo with correct parts, placement, keyboarding skills and appearance.

#### 37% Document Processing

Participants will process form letters, business course selections, budget preparations, and work priority logs.

#### 20% Preparing a Spreadsheet

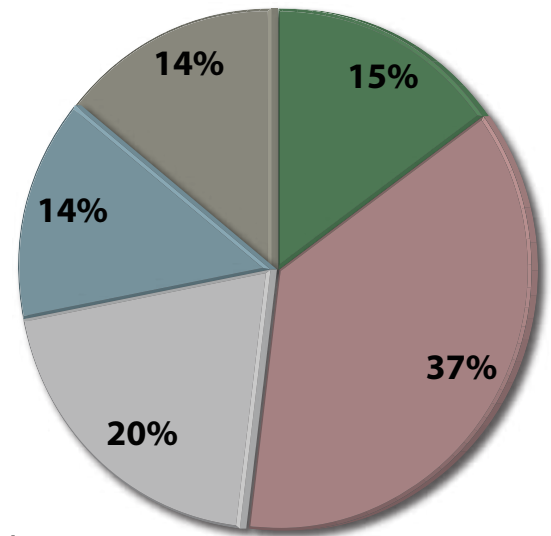
Participants will center main headings and column headings, use currency format, boldfacing, keyboarding skills, and formulas to create a spreadsheet with correct appearance.

#### 14% Creating a Chart

Participants will create a chart in correct form and format with accurate and complete data.

#### 14% Creating a Flyer

Participants will create a flyer with vertical alignment, page border, correct text and bulleted text.



## Sample Job

### Creating a Flyer

**Maximum Time:** 20 minutes

**Participant Activity:** The test participant will create a flyer using the specifications provided. Vertically center all information, create a 3-point black page border, type text inside the border using Arial 28 font, create a centered and bulleted list in Arial 20 font, and print the flyer.

