



Business Information Processing

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 Business Information Processing 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 California, Delaware, Georgia, Kentucky, Ohio, and Pennsylvania.



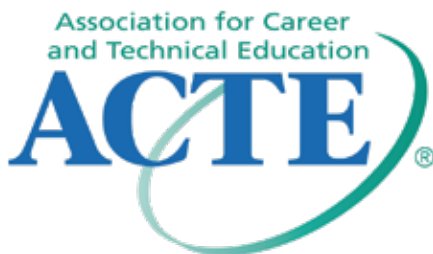
11.0601- Data Entry/Microcomputer Applications, General



Career Cluster 4 -
Business Management
and Administration



43-9021.00 - Data Entry Keyers



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!



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 Business Software Applications, Business Math, Business Communications, Computer Operations, Security, or Internet

Written Assessment

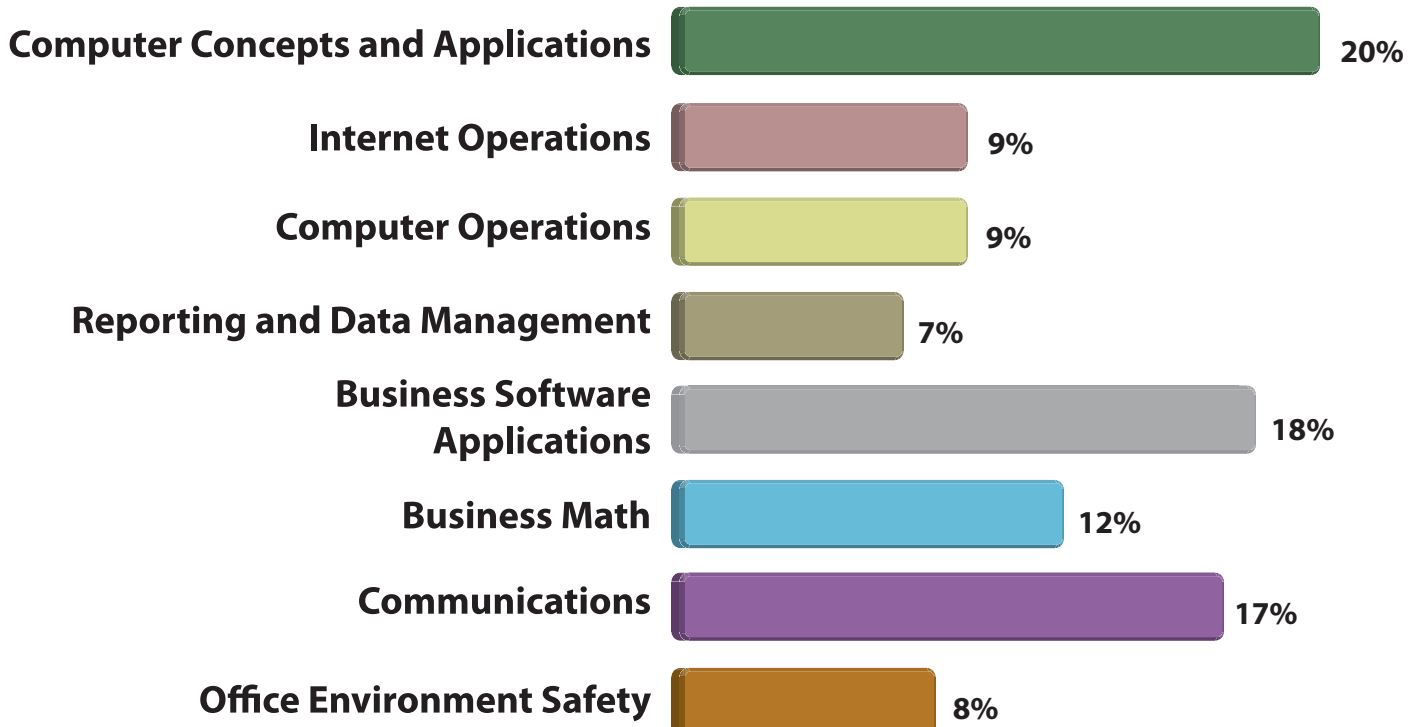
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 3 hours

Number of Questions: 158

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 Concepts and Applications

- Demonstrate knowledge of security, computer ethics, licensing, and confidentiality
- Identify the functions of computer components (e.g., ports, RAM, hard drive)
- Apply the functions of peripherals, multimedia tools, and printers
- Apply basic networking concepts and data communication concepts (e.g., shared drives, networked printers)
- Apply knowledge of computer terminology and general information

Internet Operations

- Identify methods of Internet research (e.g., identify, cite web sources)
- Explain functions of e-commerce (e.g., secure transactions, marketing)
- Demonstrate techniques of website construction and development
- Define the purpose of Internet security measures (e.g., firewalls, passwords)

Computer Operations

- Explain data usages and manipulations
- Identify and perform basic system functions (e.g., operating systems, background applications)
- Demonstrate basic hardware and software troubleshooting techniques
- Identify emerging technologies and secondary computing devices



(Continued on the following page)

Specific Standards and Competencies (continued)

Report and Data Management

- Identify basic reporting and data management functions
- Perform audit and forecast functions
- Perform data analysis and generate reports

Business Software Applications

- Demonstrate knowledge of word processing software uses and concepts
- Demonstrate knowledge of spreadsheet software
- Demonstrate knowledge of database software
- Identify and use communications software (e.g., web conferencing, messaging)
- Demonstrate knowledge of presentation software
- Demonstrate knowledge of desktop publishing software (e.g., Adobe Acrobat, Microsoft Publisher)

Business Math

- Solve business problems using addition, subtraction, multiplication, and division operations
- Solve business problems involving decimals and fractions
- Solve business problems involving percentages, discounts, and general accounting/finance concepts



(Continued on the following page)

Specific Standards and Competencies (continued)

Communications

- Demonstrate proper grammar and sentence structure
- Demonstrate appropriate verbal communication techniques
- Identify various non-verbal communication techniques
- Demonstrate professional workplace behavior and appropriate use of corporate resources
- Demonstrate professional internal and external customer service
- Format business communication documents (e.g., letters, memos, reports)

Office Environment Safety

- Maintain a safe and healthy work environment (e.g., fire safety, MSDS, ergonomics)
- Maintain physical safety and security (e.g., secure environment, locking computers, proper IDs)
- Identify methods of stress management



Sample Questions

The device responsible for forwarding data packets across computer networks is called a

- A. multiplexor
- B. router
- C. bridge
- D. modem

In the event of a system problem, the operator may use _____ to revert the computer to its previous state.

- A. disk cleanup
- B. character map
- C. defragment
- D. system restore

Word wrap

- A. replaces misspelled words from the built-in dictionary
- B. moves text automatically to the next line when it reaches the right margin
- C. makes an indentation from the left margin
- D. arranges records in a specified order

A trial balance can be used to

- A. show the changes that occurred over time
- B. find whether a bill was paid
- C. check that all the bills are paid
- D. check that all debit entries equal credit entries

Ergonomics is the science that studies the relationship between the worker and the

- A. client
- B. work environment
- C. manager
- D. economic environment

(Continued on the following page)

Sample Questions (continued)

In addition to detecting viruses and inoculating against them, antivirus programs can

- A. repair infected programs and files
- B. protect against power surges
- C. protect against unauthorized access
- D. identify the original source of the virus

If a worker joins a team tasked to perform a formal audit, the core component of that task would be

- A. validating results produced by another team or group
- B. correcting the mistakes before anyone finds out
- C. working non-stop until a mistake or error of some kind is found
- D. accepting that data provided by management is accurate

A file sent with an email message is called a/an

- A. extension
- B. attachment
- C. contact
- D. header

A speaker asks, "Can the audience understand me?" The speaker is verifying that his or her _____ is clear.

- A. enunciation
- B. body language
- C. pitch
- D. authority

When using a computer mouse,

- A. the wrist should be in a neutral position, with arm and hand close to body
- B. the wrist should be at a 90-degree angle, with arm and hand close to body
- C. the wrist should be at a 90-degree angle, with arm and hand at a 90-degree angle
- D. only a wireless mouse should be used, held at a 90-degree angle

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: 2 hours and 50 minutes

Number of Jobs: 5

Areas Covered:

11% File Management

Participants will label CD or storage media, create and name a folder, locate and copy, make a second file and rename it.

37% Spreadsheet

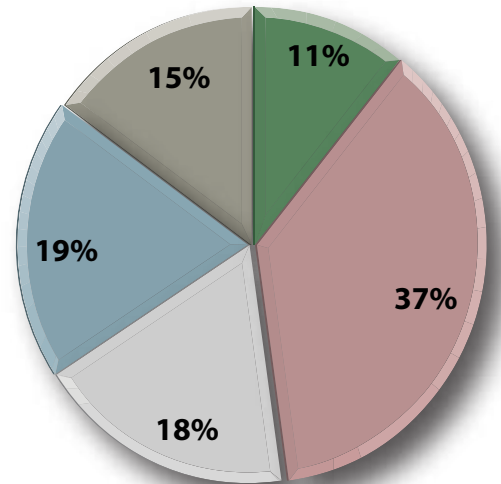
Participants will place correct header and column headings, enter correct data and formulas and compute totals with correct functions, correctly format, create a pie chart, save the spreadsheet, and print the material.

18% Word Processing: Create and Format

Participants will create the keyboarding report, save non-edited document, print document and hand it in, edit the document, save the edited document, and print edited document.

19% Word Processing: Table Creation

Participants will place their name in the header, correctly title the document, create columns, input data, format the table, save the document, and print it.



(Continued on the following page)

Areas Covered (continued)

15% Presentations

Participants will create a title slide and second slide, animate a bulleted list and slide transitions, save and print the presentation, close and exit.

Sample Job

File Management

Maximum Time: 10 minutes

Participant Activity: The participant will use the supplied CD or equivalent digital storage device that is labeled and save his or her work. Participant will create a folder on a CD or equivalent digital storage device, name it using his or her name (i.e., Susan Jones), find the file "faq.txt" on the hard drive, copy "faq.txt" to the folder created, while leaving the original file intact, make a second copy, and rename it "frequently asked questions.txt".

