

Pilot Assessment

Content is Subject To Change Prior to Full Implementation



Administrative Assisting - Pilot

Code: 4301 / Version: 01

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JOB READY ASSESSMENT BLUEPRINT

ADMINISTRATIVE ASSISTING - PILOT

Test Code: 4301

Version: 1

Specific Competencies and Skills Tested in this Assessment:

Technical Proficiency

- Identify computer functions and their uses
- Recognize best practices when using and maintaining office equipment
- Identify best practices when creating, editing, and distributing workplace documents
- Demonstrate best practices when accessing company intranet
- Determine best practices when using scheduling and conferencing software

Communication Skills

- Recognize and demonstrate professional telephone etiquette
- Recognize and demonstrate professional email etiquette
- Recognize strategies for demonstrating active listening and accurately following instructions
- Demonstrate understanding of effective writing skills
- Demonstrate understanding of appropriate verbal and nonverbal communication

Organizational Skills

- Identify techniques to maintain and organize electronic files and folders
- Identify techniques to manage and maintain schedules
- Demonstrate best practices when prioritizing tasks
- Demonstrate time management skills
- Recognize best practices when arranging travel, meetings, and events

Information Management

- Demonstrate understanding of document control and record management procedures
- Recognize the importance of securing documents
- Demonstrate understanding of appropriate information flow
- Demonstrate best practices when processing incoming and outgoing mail and packages

Administrative Assisting - PILOT (continued)

Professionalism

Recognize the importance of fostering team collaboration

Demonstrate understanding of appropriate professional appearance and conduct

Identify techniques to function in a high-stress environment

Recognize the importance of critical thinking and problem-solving skills

Demonstrate cultural awareness and recognize the importance of fostering professional relationships

Recognize the importance of positive and effective work ethics

Workplace Ethics and Safety

Demonstrate understanding of Standard Operating Procedures (SOP)

Identify best practices for safe and responsible behavior in digital environments

Demonstrate understanding of workplace safety practices and emergency response procedures

Demonstrate understanding of confidentiality of sensitive information

Demonstrate understanding of professional integrity

Computational and Financial Skills

Demonstrate best practices when managing financial records

Apply basic math skills in business scenarios

Demonstrate techniques to create and use spreadsheets efficiently

Demonstrate best practices to accurately enter and review numerical data

Administrative Assisting - PILOT (continued)

Written Assessment:

Administration Time: 2 hours and 30 minutes

Number of Questions: 133

Areas Covered:

- 14% Technical Proficiency
- 20% Communication Skills
- 16% Organizational Skills
- 12% Information Management
- 16% Professionalism
- 11% Workplace Ethics and Safety
- 11% Computational and Financial Skills

Sample Questions:

An operating system is best described as

- A. the software that acts as the master control for all activities within a computer system
- B. a program used to create and edit text documents
- C. a set of instructions for writing code in a specific syntax
- D. a specialized application designed for a single business function

A scanner is primarily used for

- A. creating an electronic version of a printed document
- B. sending documents over a telephone line
- C. producing hard copies of digital files
- D. duplicating paper documents without digitizing them

Documenting communication while maintaining discretion in an email is achieved by using the

- A. cc field
- B. bcc field
- C. reply all option
- D. forward function

Administrative Assisting - PILOT (continued)

An email message is best described as a

- A. method commonly used for interoffice communication
- B. public platform for sharing opinions and articles
- C. real-time messaging tool designed for instant collaboration
- D. short informal message typically sent via mobile devices

Asking the supervisor for guidance is the best response when a/an

- A. administrative assistant is given conflicting priorities
- B. meeting is scheduled in a room without enough chairs
- C. printer runs out of paper during a large print job
- D. colleague requests help with a software update

Using a shared cloud storage service with version control is most helpful when

- A. multiple people are collaborating on a document
- B. a physical backup of files is needed
- C. sending a quick update via email
- D. annotating a printed report by hand

Inviting input from all members of the team during a meeting is an example of

- A. promoting team inclusivity and collaboration
- B. avoiding conflict by ignoring negative feedback
- C. prioritizing seniority over collaboration
- D. restricting participation to early contributors

A Virtual Private Network (VPN) is used when

- A. securing a connection using public Wi-Fi
- B. logging into multiple social media accounts simultaneously
- C. adjusting screen brightness to prevent shoulder surfing
- D. speeding up internet downloads by bypassing encryption

Administrative Assisting - PILOT (continued)

Accounts receivable refers to

- A. the amounts owed by customers for goods or services provided
- B. a document requesting the purchase of goods or services
- C. a record summarizing all financial transactions in an account
- D. the amounts to be paid to vendors for goods or services provided

A spreadsheet is divided into rows and columns that intersect both vertically and horizontally to form

- A. cells
- B. worksheets
- C. values
- D. formulas

Administrative Assisting - PILOT (continued)

Performance Assessment:

Administration Time: 3 hours

Number of Jobs: 4

Areas Covered:

19% **Composing Professional Emails and Addressing an Ethical Dilemma**

Participant will compose a professional email response to a common ethical dilemma, demonstrating sound judgment and integrity throughout their communication.

31% **Creating a Three-Page Report**

Participant will create a three-page Microsoft Word document by editing existing text, adding graphics, and accurately entering a table along with additional text. They will format tables, headings, and page numbers, and proof the document for spelling and grammar accuracy.

26% **Spreadsheet Usage with Raw Data**

Participant will work with pre-existing raw data in Microsoft Excel to edit and reformat content, apply formulas, and create structured tables.

24% **Meeting and Agenda Management**

Participant will determine the most suitable meeting time across multiple schedules and two time zones, then create a professional invitation for all attendees. They will also use Microsoft PowerPoint to design a two-slide agenda.

Administrative Assisting - PILOT (continued)

Sample Job: Meeting and Agenda Management

Maximum 60 minutes

Job Time:

Participant Activity: Participant will coordinate and schedule a quarterly marketing review meeting for four executives, including preparing and sending the meeting invitation. In addition, the participant will create a professional two-slide agenda presentation that outlines key discussion topics such as Q3 sales data, the new sales campaign, and Q4 goals.