



Professional Communication Micro-Credential

Code: 20006

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General Micro-Credential Information

Test Type: NOCTI's micro-credentials provide focused, credible recognition of distinct knowledge or abilities—spotlighting a single, high-impact area aligned with real workforce expectations. Developed in collaboration with industry and education experts, micro-credentials offer a clear, verifiable way to showcase exactly what a learner knows and can do. Micro-credentials can be used at the secondary and post-secondary levels as well as by business and industry. Micro-credentials are delivered exclusively online.

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.

The micro-credential validates a specific skill or competency. It does not indicate job-entry readiness, occupational competence, or certification-level mastery.

Development Team: The micro-credential content is based on input from secondary, post-secondary, and business/industry representatives from the states of California, Georgia, Indiana, Maryland, Michigan, Ohio, and West Virginia.



35.0103 - Business and Social Skills



Career Cluster - Employability
Skills

Written Communication

Administration Time: 15 minutes

Participant Activity: Participant will draft a professional email to request facility rental quotes and services for a company training event accommodating 150 participants with specific equipment, refreshments, and logistical needs.

Phone Communication

Administration Time: 20 minutes

Participant Activity: Participant will prepare for and conduct a professional customer service phone call to resolve an urgent order issue by reviewing customer details, using provided guidelines, and documenting key information.