Pathway Assessment Blueprint

Administrative Services

Test Code: 1105/ Version: 01

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Test Type: The Administrative Services assessment is included in NOCTI's Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.
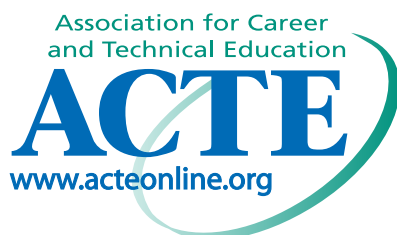
Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Georgia, Kentucky, Michigan, New York, and Tennessee.

52.0499-Business Operations Support
and Secretarial Services

Career Cluster 4-Business, Management,
and Administration

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 Administrative Services
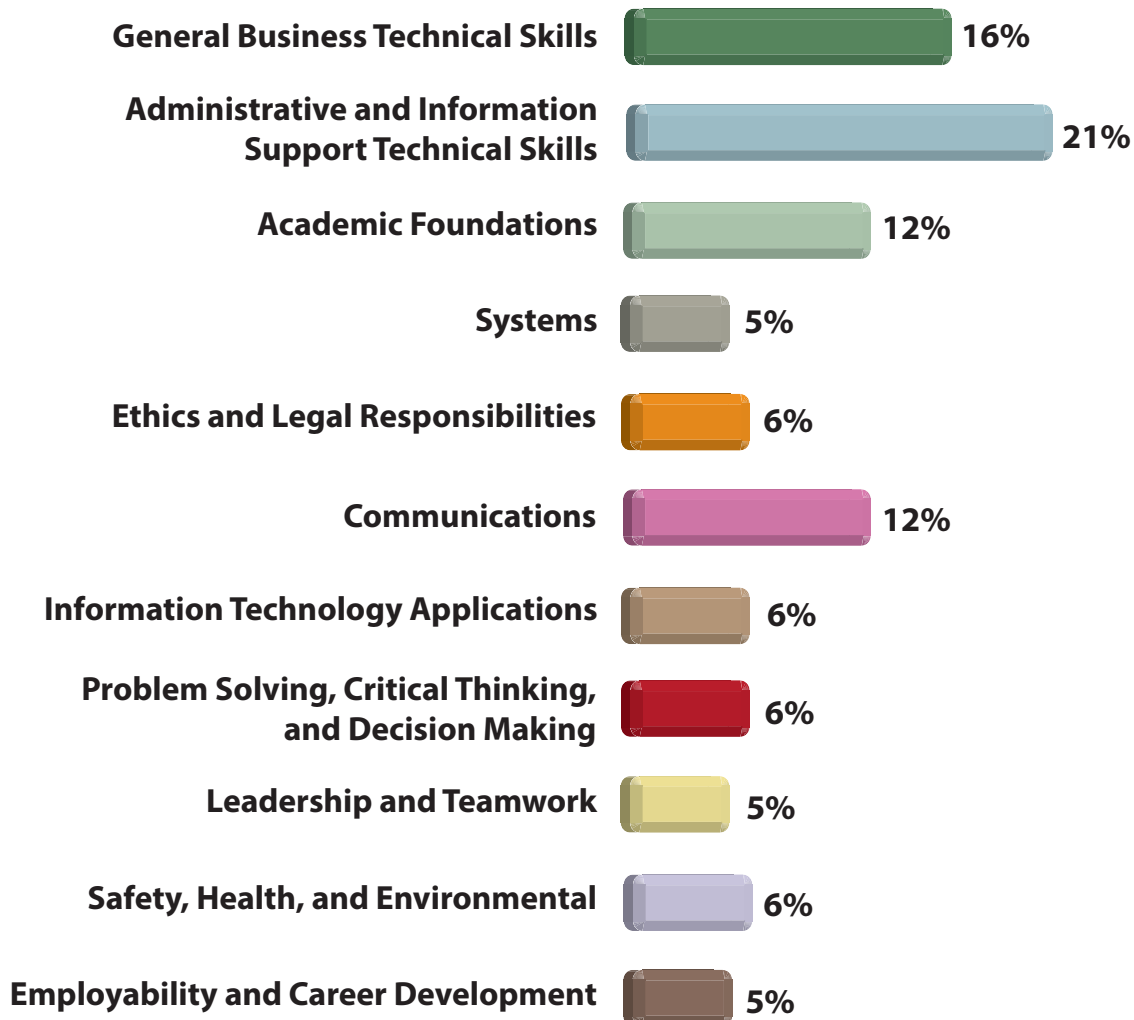
Written Assessment

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

Administration Time: 2 hours
Number of Questions: 112
Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered

General Business Technical Skills — 16%

Administrative and Information Support Technical Skills — 21%

Academic Foundations — 12%

Systems — 5%

Ethics and Legal Responsibilities — 6%

Communications — 12%

Information Technology Applications — 6%

Problem Solving, Critical Thinking, and Decision Making — 6%

Leadership and Teamwork — 5%

Safety, Health, and Environmental — 6%

Employability and Career Development — 5%

Specific Competencies and Skills Tested in this Assessment

General Business Technical Skills
- Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership)
- Use planning tools to guide and manage an organization's business activities
- Apply marketing techniques to foster business growth
- Plan and evaluate the use of financial resources to effectively manage a business
- Demonstrate understanding of doing business in a global environment

Administrative and Information Support Technical Skills
- Apply planning and time management principles to accomplish workplace objectives (e.g., scheduling meetings, maintaining supplies, prioritizing activities)
- Establish and follow procedures to manage manual and electronic records
- Select appropriate formats to prepare and send internal and external documents
- Interact with employees and customers effectively and professionally

Academic Foundations
- Apply reading skills in a business environment
- Apply writing skills in a business environment
- Apply mathematical skills in a business environment
- Apply economic skills in a business environment

Systems
- Demonstrate understanding of the role of government and other regulatory bodies in business
- Demonstrate understanding of company hierarchies and roles within company structures

Specific Competencies and Skills (continued)

Ethics and Legal Responsibilities
- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions

Communications
- Locate, organize, and reference written information from reliable sources to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with coworkers and clients
- Interpret and use tables, charts, and figures

Information Technology Applications
- Use software such as word processors and spreadsheets to perform common business applications
- Use software such as databases to track and maintain business information

Problem Solving, Critical Thinking, and Decision Making
- Use problem solving and critical thinking skills to locate good sources of information about problems and determine appropriate methods for investigating causes
- Use problem solving and critical thinking skills to determine root causes of problems and suggest solutions

Specific Competencies and Skills (continued)

Leadership and Teamwork
- Exhibit leadership practices to improve productivity and quality of the working environment
- Work effectively in a team environment to accomplish company goals and improve quality of the working environment

Safety, Health, and Environmental
- Identify and practice appropriate health and safety procedures for business occupations
- Apply appropriate emergency procedures for business occupations

Employability and Career Development
- Demonstrate employability skills related to a career in business
- Pursue career development skills to advance in business careers

Sample Questions

In business, the letters CFO stand for
> A. corporate finance office
> B. chief funding officer
> C. chief financial officer
> D. corporate fiscal organization

One benefit of teamwork is
> A. less responsibility
> B. higher pay
> C. greater work efficiency
> D. less training is required

If a technical report is based on large amounts of data, a good way to include all the data is in a/an
> A. glossary
> B. appendix
> C. index
> D. text box

A sales forecast can help a retailer
> A. accurately plan for the upcoming holiday season
> B. maintain accurate purchasing records
> C. determine the cost of goods sold
> D. determine past profits

A market economy is one that
> A. is dependent on agriculture and natural resources
> B. has low economic wealth
> C. has all economic activities regulated by the government
> D. is based on supply and demand

Sample Questions (continued)

Prepare a written _____ to standardize the process of performing certain work functions.

      A. progress report
      B. agenda
      C. training session
      D. procedure

An effective mentor is a person who

      A. shares mastered skills and experience
      B. holds an executive position in the company
      C. is external to the employee's company
      D. has been given salary raises in the past

As a business professional speaking with a client named Robert Jones, an administrative assistant should address the client as

      A. Robert
      B. Mr. Jones
      C. Bob
      D. R. J.

An advantage of electronic meetings such as teleconferencing is

      A. the body language of participants can be closely observed
      B. people generally feel more relaxed making eye contact
      C. savings in travel time and costs of meals and hotel rooms
      D. technical failures with equipment, including connections

Prepare a written _____ to standardize the process of performing certain work functions.

      A. progress report
      B. agenda
      C. training session
      D. procedure

Notes