NOCTI ®

Employability Assessment Blueprint

Workplace Readiness

Test Code: 3033 / Version: 01

General Assessment Information

Blueprint Contents

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

Test Type: The Workplace Readiness industry-based credential is included in NOCTI's Employability assessment battery. NOCTI's employability credentials measure the skills that represent critical knowledge needed for success in the workplace. The Employability assessments offer a written component and can be used at the secondary and post-secondary levels. Employability assessments can be delivered in an online or paper/pencil format.
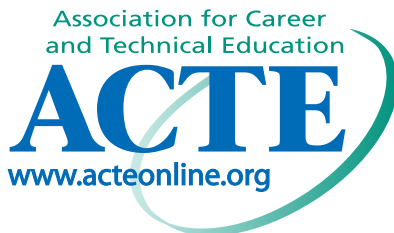
Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Idaho, Iowa, Michigan, New Jersey, Ohio, Pennsylvania, and Washington.

CIP Code

Learning that works for America
CTE™

35.0103- Business and Social Skills   Career Cluster- Employability Skills

Association for Career and Technical Education
ACTE
www.acteonline.org

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 Workplace Readiness
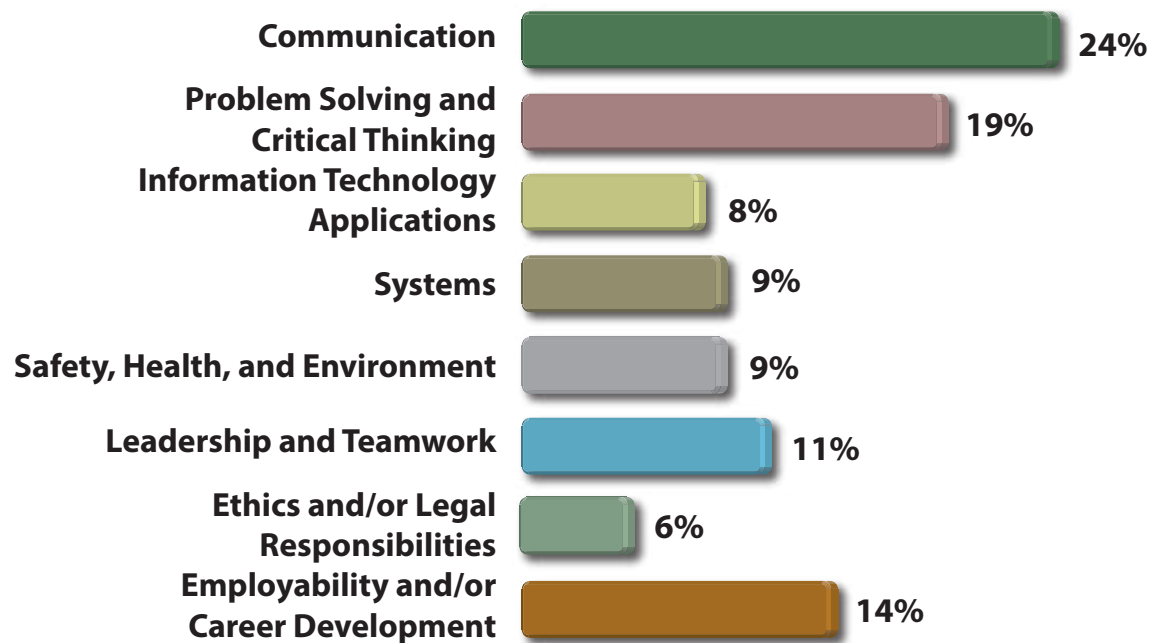
Written Assessment

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

Administration Time: 90 minutes
Number of Questions: 90
Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered

Area	Percentage
Communication	24%
Problem Solving and Critical Thinking	19%
Information Technology Applications	8%
Systems	9%
Safety, Health, and Environment	9%
Leadership and Teamwork	11%
Ethics and/or Legal Responsibilities	6%
Employability and/or Career Development	14%

Specific Standards and Competencies Included in this Assessment

Communication: Communicate in multiple modes to address needs within the career technical field
- Apply strategies to enhance effectiveness of all types of communications in the workplace
- Apply reading strategies as needed for a variety of purposes
- Evaluate information contained in documents
- Apply basic communication skills when writing
- Write technical materials
- Develop presentations using appropriate technologies (e.g., tables, charts, and visual graphics)
- Apply oral communication skills
- Deliver presentations
- Apply active listening skills
- Apply nonverbal communication skills
- Communicate with others in a workforce of diversity (e.g., age, ethnicity, religion, gender)
- Share information using a range of appropriate communications technologies

Problem Solving and Critical Thinking: Solve problems using critical thinking
- Define the problem
- Analyze the problem
- Research reliable information relevant to the problem
- Investigate alternatives based on reasoned criteria
- Identify appropriate solutions
- Make recommendations
- Implement solutions
- Evaluate solutions

Specific Standards and Competencies (continued)

Information Technology Applications: Apply information technology resources in the workplace
- Identify efficient, effective, and ethical uses of technology in the workplace
- Use information technology tools to access, manage, integrate, and create new information
- Use writing/publishing/presentation applications

Systems: Work within organizational culture and technological systems
- Demonstrate an understanding of how business and industry systems function within the economy
- Demonstrate an understanding of the functions of systems in an organization (e.g., management, human resources, production and services)
- Demonstrate principles of internal/external customer service
- Apply industry quality standards and practices

Specific Standards and Competencies (continued)

Safety, Health, and Environment: Ensure safe and healthful working conditions
- Ensure safe working conditions
- Demonstrate safe use of tools and equipment
- Ensure healthful working conditions
- Practice environmental conservation and safety

Leadership and Teamwork: Enhance work outcomes through leadership, management, and teamwork
- Demonstrate leadership skills
- Organize work
- Apply management techniques
- Demonstrate group process techniques
- Perform work tasks in a team

Specific Standards and Competencies (continued)

Ethics and/or Legal Responsibilities: Practice professional, ethical, and legal behavior consistent with workplace standards
- Apply professional and ethical standards to workplace conduct
- Adhere to established laws, policies, and procedures

Employability and/or Career Development: Progress on a purposeful career path through application of employability skills
- Develop a career plan
- Seek employment
- Apply for employment
- Evaluate job offers
- Demonstrate employability skills needed to keep a job
- Demonstrate personal qualities appropriate to the work environment
- Assess alternative occupational opportunities (e.g., working conditions, benefits, and opportunities for change)

Sample Questions

The purpose of an executive summary in a long report is to provide
      A. an introduction
      B. background information
      C. key decision points
      D. a document that only executives may read

A small company has a contract to conduct a project. The three employees assigned to the project are making too many mistakes. They complain to Dave, the owner, that they can't understand the documentation of the data, that the model they are using seems complex, and that they've never worked on a project like this before. One of the employees is scheduled to leave on vacation next week, and Dave himself has to take a day off to drive across state to his son's wedding. Dave is afraid he will lose money by not finishing the contract on time. What is the problem that Dave needs to address?
      A. employee vacation
      B. son's wedding
      C. employee inexperience
      D. employee morale

Warren wants to collect data on the number of sales per day for a month in order to compare the average number of sales for each day of the week. He wants to be able to sort the data and prepare a graph of the data. Which of the following would <u>best</u> meet his needs?
      A. word processor
      B. spreadsheet
      C. database
      D. file manager

Which of the following is unethical behavior for a salesperson?
      A. telling a customer that the low-price item they want is unavailable so they will have to buy a more expensive product
      B. finding out what types of products the customer likes so you can show the things they will be more likely to buy
      C. negotiating a price with the customer who does not wish to pay the "list price"
      D. emphasizing <u>only</u> the best features of a product during the sales presentation

Sample Questions (continued)

Employers rate basic employability skills as a top factor in choosing which applicants to hire. Employability skills include verbal communication, conflict management, and

 A. doing math computations on the job
 B. former jobs
 C. workplace policy
 D. taking responsibility for the job

Which of the following is an example of a common form of non-verbal communication?

 A. giving a speech
 B. making a gesture
 C. sending an email
 D. writing a letter

Pat paid $1,477 for a certain stock, including commission and fees. When she sold the stock a year later, she realized a $1,865 settlement after commission and fees. Calculate her ROI (return on investment).

 A. 20.8 percent
 B. 22.1 percent
 C. 26.3 percent
 D. 27.9 percent

The three major types of economic resources are

 A. money, banks, and finances
 B. land, labor, and capital
 C. equipment, goods, and services
 D. cash, profit, and marketing

Sample Questions (continued)

Effective performance evaluations help workers identify
      A. job tasks they perform better than other workers
      B. how to assess their own job skills and knowledge
      C. identify the best ways to ask for a salary increase
      D. strengths and weaknesses in doing their jobs

What comment listed is an example of constructive criticism?
      A. "You demonstrate excellent telephone courtesy, but you always give inaccurate information."
      B. "We need you to work faster."
      C. "Get your safety glasses on now!"
      D. "You have been late for work five times this month. What changes can you make to get here on time?"