



## Pathway Assessment Blueprint

## *Administrative Services*



*Test Code: 1205 / Version: 01*

## Specific Competencies and Skills Tested in this Assessment:

### Business Management 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 Services Technical Skills

- Apply planning/time management principles to accomplish workplace objectives (e.g., schedule meetings, maintain supplies, prioritize activities)
- Establish and follow procedures to manage records and confidential material
- 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



## ***Specific Competencies and Skills continued:***

### **Systems**

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

### **Ethics and Legal Responsibilities**

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

### **Communication**

- 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

### **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 company information
- Use social media and mobile technology appropriately
- Interpret and use tables and charts



### **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 production 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

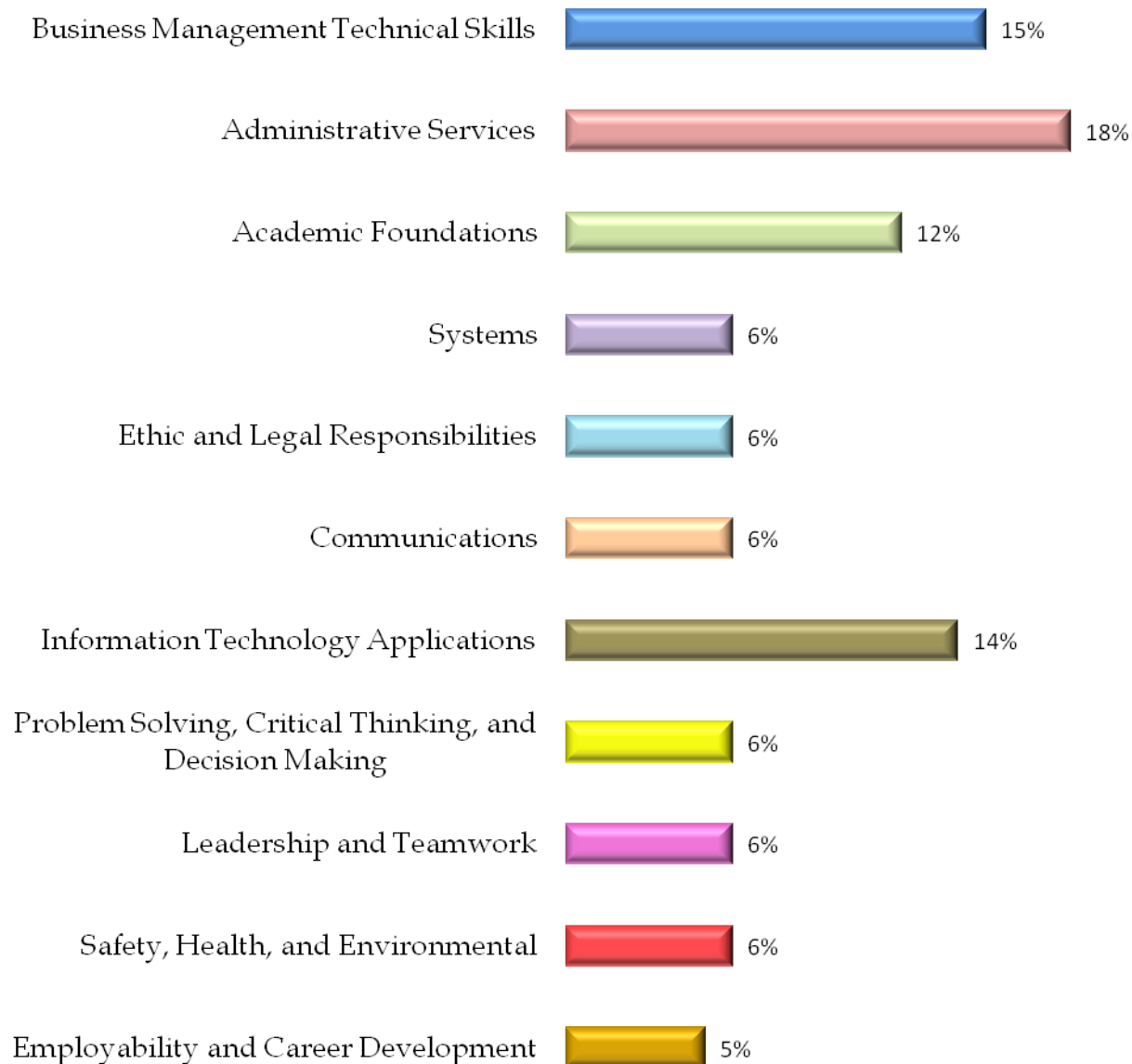


### **Written Assessment:**

**Administration Time:** 2 hours

**Number of Questions:** 107

**Areas Covered:**



## Sample Questions:

### 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

### Select the sentence below that is correctly written.

- A. The stock was to expensive for me to buy.
- B. I think she said she worked their.
- C. Jim's patients was wearing thin by the end of the day.
- D. I left the correspondence on the manager's desk.

### A benefit of teamwork for employees is

- A. less responsibility
- B. higher raises and bonuses
- C. greater work efficiency
- D. less training is required

### The best way to disseminate company policies and forms is to

- A. email them to department managers who will pass them out to their employees as they see fit
- B. post them on a company bulletin board so all employees can read them
- C. place them in one location on the company intranet
- D. leave a copy in the break room so the employees can read it during their breaks

### Participating in continuing education classes is a good way to

- A. develop business-related career skills
- B. ensure a job promotion
- C. research and gather resources
- D. develop a close relationship with supervisors

### Which act regulates the federal minimum wage for interstate commerce?

- A. Fair Labor Standards Act
- B. Taft Hartley Act
- C. Federal Insurance Contributions Act
- D. Federal Unemployment Tax Act

## Sample Questions (continued)

**An employee believes he or she was unfairly fired due to discrimination. Which agency would he or she contact to file a complaint?**

- A. Better Business Bureau
- B. Equal Employment Opportunity Commission
- C. Occupational Safety and Health Administration
- D. Office of Federal Contract Compliance Programs

**The most efficient software to use for business correspondence is**

- A. spreadsheet
- B. presentation
- C. financial
- D. word processing

**When a group is brainstorming possible solutions for a problem, one of the first steps is to**

- A. only write down correct ideas
- B. critique all comments and suggestions
- C. discuss and rank each item
- D. record all comments and suggestions

**An advantage of electronic meetings such as teleconferencing is**

- A. goals can be accomplished in a shorter amount of time
- 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