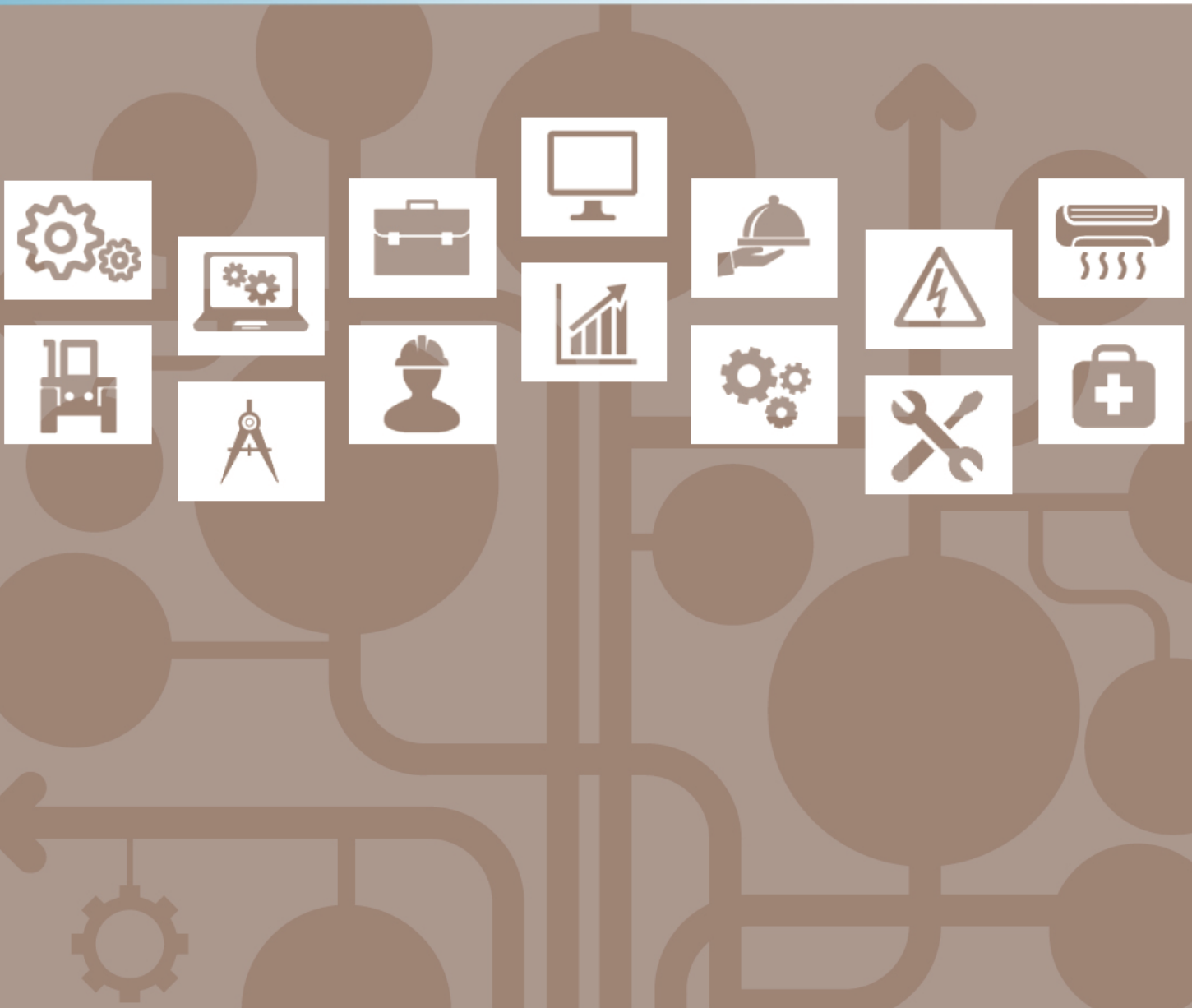


Entry Level Assessment Blueprint

21st Century Skills for Workplace Success



Specific Competencies and Skills Tested in this Assessment:

Reading Skills

- Interpret and comprehend technical and general interest in written material
- Apply understanding of the material to job tasks

Math Skills

- Perform math operations using whole numbers, fractions, and percentages
- Use statistics (mean, mode, median, standard deviation) to monitor processes and quality of performance
- Use mathematical reasoning to solve word problems and interpret graphics
- Use algebra-based formulas

Writing Skills

- Determine purpose and audience
- Gather information
- Plan the format/layout
- Write a first draft
- Edit and revise to ensure document is complete, clear, concise, correct, courteous, and coherent



Speaking and Listening Skills

- Use effective communication skills
- Provide and comprehend directions or instructions
- Give and respond to oral reports or presentations
- Participate in group or team discussions
- Engage in conversations with coworkers, supervisors, and clients

Computer Applications and Digital Media

- Utilize word processing, spreadsheet, and database software
- Transfer the operating principles of one application to another similar application
- Use the knowledge of computer logic, operating systems, and basic troubleshooting techniques
- Use social media appropriately and effectively, in personal and professional situations

Specific Competencies and Skills continued:

Reasoning, Problem-Solving, and Decision-Making

- Differentiate among types of problems (technical, human relations, ethical)
- Use established methods of problem-solving and decision-making in individual and group settings
- Apply previous learning to situations where problems must be solved or decisions made quickly
- Test solutions or decisions to determine effects or to identify related problems

Understanding the "Big Picture"

- Identify the company's mission and the individual employee's contribution to that mission
- Identify how the company functions within the broad world of business, industry, and service
- Interpret organizational policies and procedures
- Explain the necessity and benefits/disadvantages of organizational change
- Explain basic economic concepts

Work Ethic

- Exhibit responsibility
- Exhibit professional practices
- Explain basic legal and fiduciary obligations

Positive Attitude

- Cooperate in a pleasant and polite manner with clients, coworkers, and supervisors
- Exhibit flexibility and adaptability
- Take directions willingly

Independence and Initiative

- Work without constant supervision
- Exhibit willingness to learn
- Find tasks to perform on one's own
- Exhibit interest in making the organization more effective and productive
- Maintain work standards in the midst of change

Specific Competencies and Skills continued:

Self-Presentation

- Identify ways in which the individual employee represents the organization
- Exhibit a neat appearance
- Exhibit elements required in professional settings

Attendance

- Limit tardiness, early departures, and absences to legitimate and essential occasions
- Explain the importance of satisfactory attendance to the overall operation of the business
- Negotiate anticipated absences according to company policy
- Call in to notify the supervisor of unanticipated absences

Collaboration

- Attend team meetings, focus on the topic/purpose, offer facts and ideas, and help others to contribute
- Look for ways to help others
- Recognize others for their contributions
- Let others know what is needed to get the job done
- Provide clear documentation of assignments, goals, and timelines
- Explain the importance of teamwork to the overall operation of the business

Personal Health and Wellness

- Identify healthy practices and behaviors that will maintain or improve the health of self
- Identify ways to reduce or prevent injuries and illness

Entrepreneurship

- Identify the characteristics of a successful entrepreneur
- List the advantages and disadvantages of being an entrepreneur
- Identify aspects of owning or starting up a small business

Personal Finance

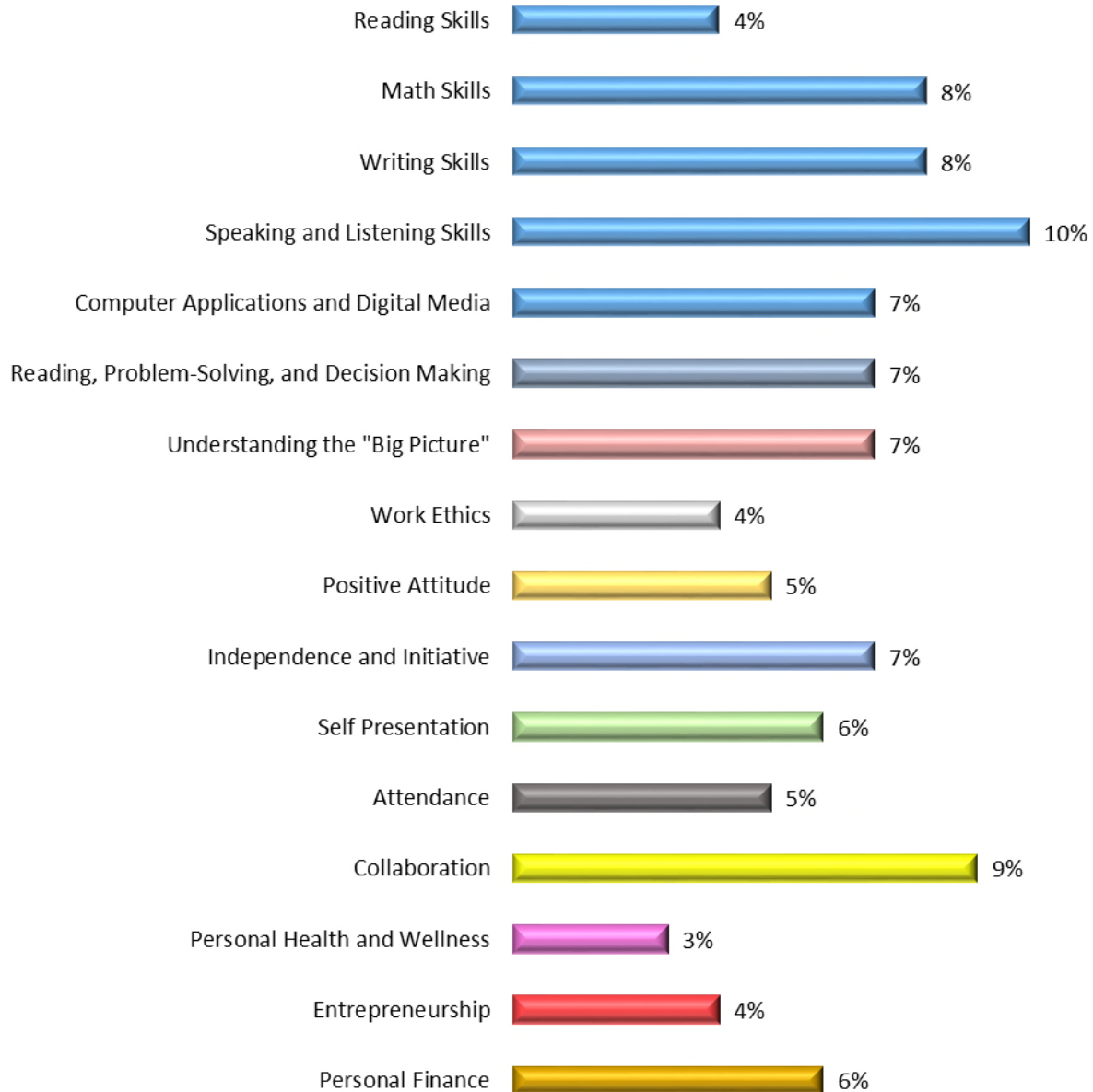
- Calculate, track, and evaluate income and spending
- Evaluate savings and investment options to meet short and long term goals
- Analyze the costs and benefits of various types of credit and debt
- Identify and evaluate types of risk and insurance

Written Assessment:

Administration Time: 3 hours

Number of Questions: 144

Areas Covered:



Sample Questions:

The supermarket allows its customers to use a discount card that reduces their cost by 8 percent. Sam remembered to bring his card with him today. If his before-tax purchase was \$125.00, what is his cost after he applies the discount card?

- A. \$10.00
- B. \$15.00
- C. \$110.00
- D. \$115.00

The audience of a memo is

- A. fellow employees
- B. potential clients
- C. sales representatives
- D. corporate sponsors

Which of the following is the most specific definition of a problem?

- A. The equipment stopped operating.
- B. The product is defective.
- C. The machine is making a strange noise.
- D. The drive belt is broken.

If a coworker was asked for a good tip on improving listening habits, which one should be chosen?

- A. Concentrate on the speaker rather than the message, and focus on body language.
- B. Listen with a purpose or interest, identify cues, recognize common patterns of organization, and take notes.
- C. Record the message on tape without taking notes.
- D. Do not ask questions during the presentation.

Which of the following kinds of software should be used to keep track of bills and money earned?

- A. word processing
- B. spreadsheet
- C. survey analysis
- D. graphics

A summary describing the purpose of an organization is known as a

- A. vision statement
- B. company policy
- C. mission statement
- D. performance evaluation

Sondra leads a team of 15 sales professionals. When Kendra, the lowest-performing team member accuses Rion, a top performer, of incorrect ethical behavior, Sondra should begin to solve the problem by

- A. threatening Rion with the loss of his job
- B. investigating Kendra for possible wrong-doing
- C. opening a dialogue with Kendra and Rion
- D. telling Kendra and Rion to work it out themselves

Collaborating with others demonstrates the ability to work effectively and

- A. independently
- B. aggressively
- C. respectfully
- D. passively

The term, prioritizing, is used in connection with

- A. managing time
- B. solving problems
- C. preparing organizational charts
- D. listing questions

To make a customer feel at ease,

- A. immediately suggest products and services
- B. begin an aggressive sales presentation
- C. greet the customer and shake hands
- D. keep busy working while talking to the customer