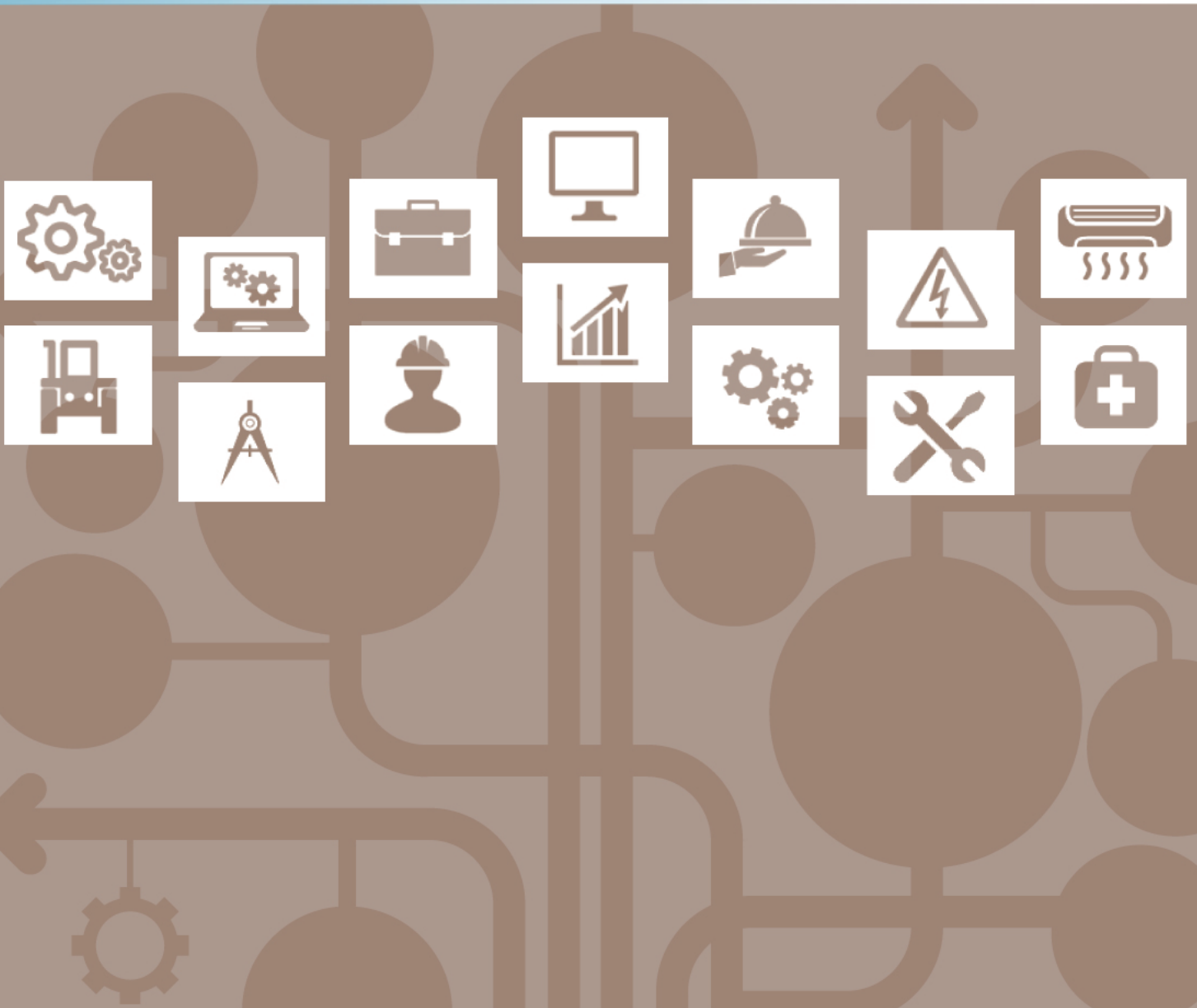


Entry Level Assessment Blueprint

Employability Skills



Specific Competencies and Skills Tested in this Assessment:

Applied Academic Skills

- Uses reading skills in a workplace environment
- Uses writing skills in a workplace environment
- Uses mathematical strategies and procedures

Critical Thinking Skills

- Applies analytical and strategic thinking
- Analyzes and solves problems using reasoning skills and sound decision-making processes
- Plans and organizes tasks and projects

Resource Management and Systems Thinking

- Demonstrates time management skills and prioritizes work effectively
- Responsibly uses allocated resources (e.g., materials, finances, personnel) for projects
- Understands roles and missions within an organization



Information Use

- Uses analytical strategies to determine best medium for finding information
- Uses information effectively to support projects and tasks
- Assesses information for accuracy, relevance, and quality
- Communicates information appropriately for different tasks and audiences

Communication Skills

- Effectively communicates with individuals and groups
- Listens actively
- Interprets verbal and nonverbal communication appropriately

Technology Use

- Uses word processing, spreadsheet, and database software
- Uses social media appropriately and effectively in personal and professional situations

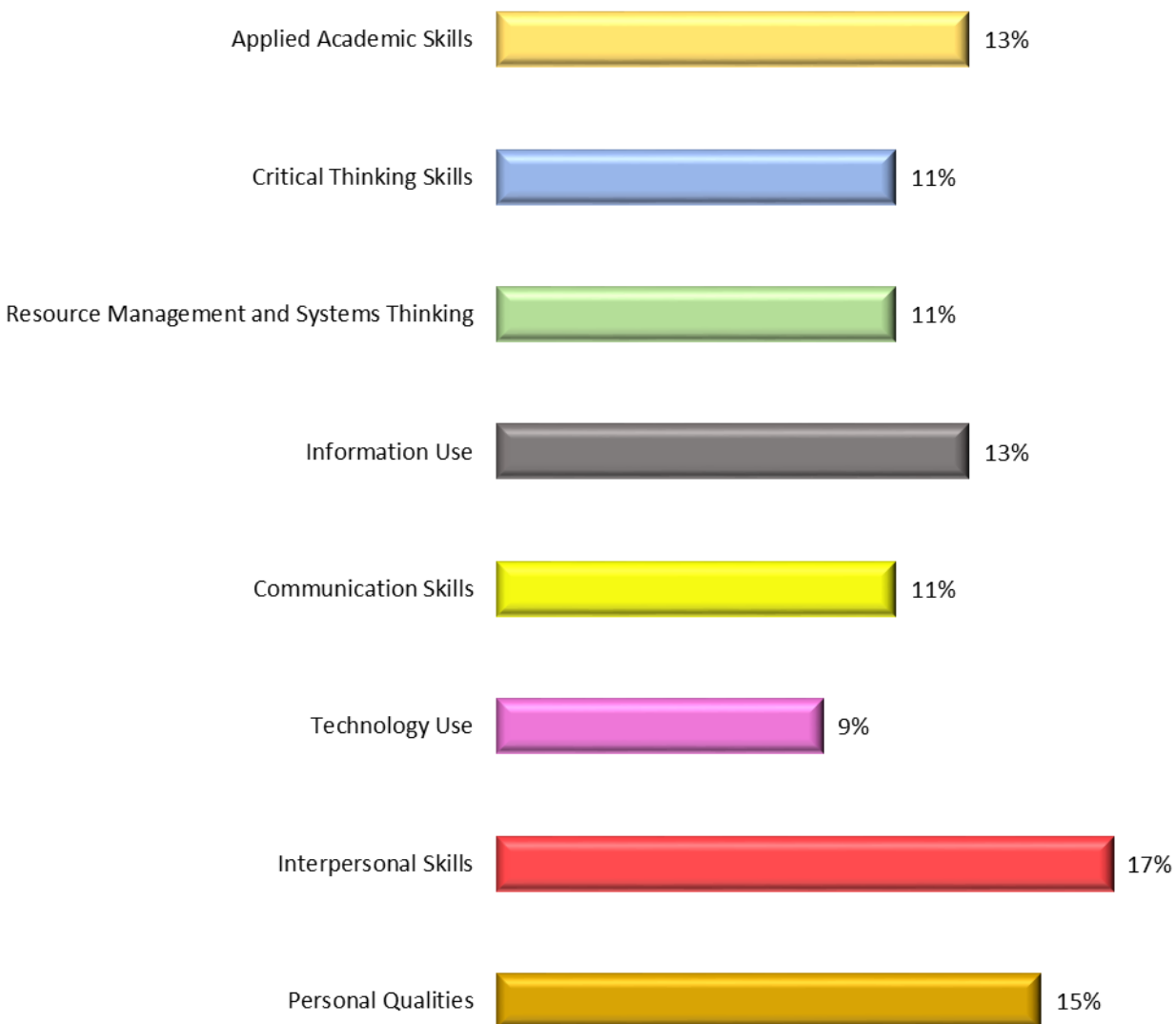
Specific Competencies and Skills Continued:

Interpersonal Skills

- Understands teamwork and works effectively with others
- Exhibits a positive customer service attitude
- Respects individual differences

Personal Qualities

- Demonstrates responsibility and self-discipline
- Takes initiative and works independently
- Demonstrates a willingness to learn

Written Assessment:**Administration Time:** 3 hours**Number of Questions:** 111**Areas Covered:**

Sample Questions:

Select the sentence below that is written correctly.

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

When coming up with possible solutions to problems at work, an employee should

- A. only listen to project managers
- B. discuss the problem with as many outside parties as possible
- C. listen to all possible solutions first
- D. speak to numerous employees and criticize possibilities

A business may provide employees with a document explaining what their firm expects in terms of their responsibilities and behaviors toward coworkers and customers. This document is called a

- A. Mission Statement
- B. Code of Ethics
- C. Vision Statement
- D. Code of Honor

When conducting internet research on the side effects of a particular drug, the most important thing to consider is the

- A. number of sites listed
- B. source of the information
- C. number of hits the page receives
- D. site creation date

A manager has asked an employee to provide her with regular updates about a project. If the manager is in a different location than the employee, what is the most efficient way to do this?

- A. Send a calendar invitation to the manager to attend all project meetings.
- B. Call the manager daily to give her a progress report.
- C. Copy the manager on various messages about the project.
- D. submit a weekly summary for the manager including specific updates.

When applying active listening skills, the listener might say to the speaker, "What I think I heard you say was..." This process is called

- A. confronting
- B. clarifying
- C. consolidating
- D. conversing

After changes have been made to an existing file and saved under a new name, the original file is

- A. deleted
- B. modified
- C. unchanged
- D. formatted

Teamwork can improve business operations because it

- A. keeps difficult employees busy with projects
- B. makes employees feel as if they have a say
- C. helps keep employees from gossiping
- D. increases productivity, efficiency, and innovation

When a disgruntled customer calls,

- A. ask the customer to “please hold” while you enter information into the system
- B. immediately tell the customer that the call will be transferred to a manager
- C. be courteous, listen, and address all concerns in a calm, professional manner
- D. ask the customer to calm down and listen to the process for complaints

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. the best way to ask for a salary increase
- D. strengths and weaknesses in doing their jobs