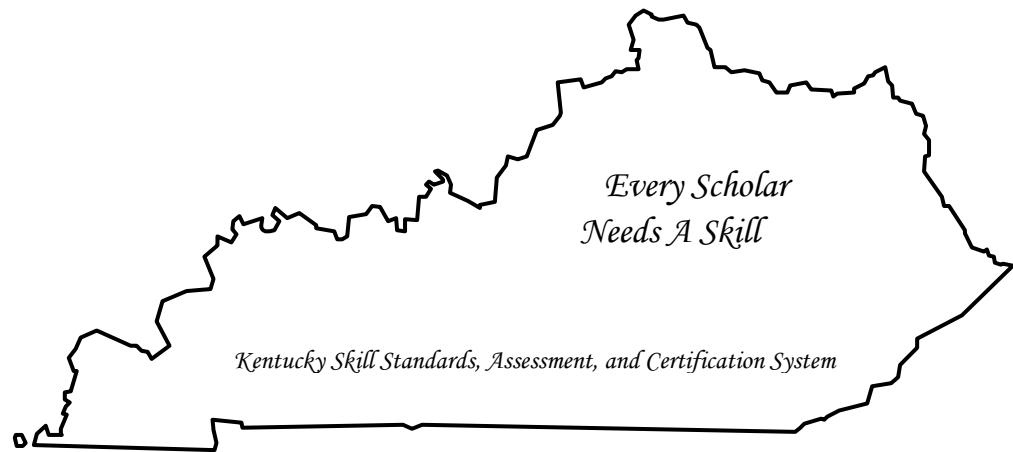


# Kentucky

# Skill Standards



## Administrative Support Sample Test

Student Name: \_\_\_\_\_

School: \_\_\_\_\_

**TEST CODE: 9999**

## GENERAL INSTRUCTIONS

Calculators may be used on this assessment.

**Instructions for completing the answer sheet:**

In order for scores to be reported accurately and in a timely manner, all information must be bubbled correctly and neatly on the answer sheet. If you must change any information on the answer sheet, please erase neatly and completely.

**Beginning on SIDE 1, complete the following information using a #2 pencil:**

- FIRST NAME, MI, LAST NAME
- STATE STUDENT ID # (10-digit SSID)
- TEST CODE (Located on front of test booklet)

**Scenario:**

Specific directions for the performance scenario follow in your test booklet. After completing this portion of the assessment, print your documents, place them in the order completed and staple them in the top left corner. Be certain that your name is typed at the bottom of each document as instructed.

**NOTE:** *The Administrative Support KOSSA does not include a constructed response scenario. This test consists of a total of 100 multiple choice items and 5 performance events. Performance events will include five of the following:*

1. Timed Writing
2. Business Letter
3. 2<sup>nd</sup> Page of Business Letter
4. Memo
5. Spreadsheet or Database

*This sample test does not include the actual examples of the above performance events. These are items that should be covered in the Administrative Support curriculum.*

**Multiple-Choice:**

Each multiple-choice item is followed by four possible responses. Select the response that best answers the test item. Find the corresponding number on the answer sheet (MULTIPLE CHOICE) and use a #2 pencil to darken the circle under the letter, which is your answer to that test item. Fill in the circle completely.

**Submitting your assessment for scoring:**

After completing the assessment, place your materials in the following order and give them to your test administrator:

- Student Test Booklet (on top)
- Student Answer Sheet (behind Student Test Booklet)
- Performance Scenario (stapled in top left corner, placed inside Student Answer Sheet)

### SCENARIO DIRECTIONS

**Directions:** Please complete this portion of the assessment in the order presented beginning with the timed writing. If you do not know how to do a document, type the document number and your first and last name on the page, and go on to the next document.

**Your name must be typed on each page so that it matches the name you have bubbled in on the answer sheet and written on the front of this test booklet.**

All rubrics outlining scoring criteria for each part of the scenario precede the timed writing. In order to pass this portion of the assessment, you must score a 4 or 3 as outlined in the scoring rubric.

## MULTIPLE-CHOICE DIRECTIONS

**Directions:** Each multiple-choice item is followed by four possible responses. Select the response that best answers the test item. Find the corresponding number on the answer sheet (*MULTIPLE CHOICE*) and use a #2 pencil to darken the circle under the letter, which is your answer to that test item. Fill in the circle completely.

1. One of your co-workers has been sharing confidential information with others outside the company. If you are unsure of the company rules relating to this, you should
  - A. contact the company personnel manager to report the employee who made the mistake.
  - B. ask co-workers for an interpretation of how to handle the situation.
  - C. refer to the company policy manual.
  - D. write a letter to your supervisor so that you will be cleared of any responsibility.
2. A salesperson is paid \$500 per week plus 5 percent commission on sales. The sales for the week were \$2,500. What is this person's gross pay for the week?
  - A. \$625
  - B. \$650
  - C. \$750
  - D. \$1200
3. If the supervisor on duty gives you a task you do not understand, you should
  - A. get a co-worker who is more experienced to complete the task.
  - B. tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.
  - C. try to figure it out on your own.
  - D. ask your supervisor for further clarification.
4. What general communication skills are most employers looking for in their employees?
  - A. Public speaking skills
  - B. Ability to make presentations using PowerPoint
  - C. Effective speaking, listening, reading and writing skills
  - D. Basic math and writing skills
5. A document that shows how long particular types of records should be kept is a(n)
  - A. archive cycle.
  - B. tickler file.
  - C. cross-reference.
  - D. records retention schedule.
6. Which of the following subjects is illegal for a potential employer to ask during the hiring process?
  - A. Availability to work nights or weekends
  - B. If you have a disability
  - C. Work Experience
  - D. Education Level
7. After you read an office memo that is confidential, you should
  - A. discuss it with your family to determine how it impacts you.
  - B. discuss it only with your friends and co-workers.
  - C. pretend you never saw it.
  - D. not discuss it with anyone.
8. Which of the following Personal Information Management (PIM) software packages would be most helpful in scheduling meetings and syncing your calendar with other employee's calendars?
  - A. Microsoft Outlook
  - B. Microsoft OneNote
  - C. Microsoft Project
  - D. Microsoft TASK

9. Which of the following is not considered an important skill for the workplace?
  - A. Ability to work in teams
  - B. Working well with people from diverse backgrounds
  - C. Ability to work independently and never work with anyone
  - D. Providing excellent customer service
10. Which of the following is NOT an effective practice for scheduling appointments?
  - A. Use clear handwriting and always use a pencil to allow for easy changes.
  - B. Keep last year's appointment book and refer to it when making time-wise decisions for large projects.
  - C. Double book several time slots throughout the day to make sure you have no down time.
  - D. Leave some time unscheduled between appointments to allow for meetings or unplanned visitors.
11. If a job pays \$8.00 per hour for 40 hours per week, your gross pay for that week would be
  - A. \$320.
  - B. \$320 minus FICA and taxes.
  - C. \$320 minus social security.
  - D. \$320 minus insurance benefits.
12. Which of the following statements does NOT coincide with proper office safety standards?
  - A. Employees should keep personal items such as cell phones and purses hidden from view to discourage a would-be thief.
  - B. Candles, cup warmers, and space heaters can be used in office settings in order to help set a tone of good "ergonomics".
  - C. At least one employee per floor should be trained in CPR procedures/first aid.
  - D. When working alone at night, park your car in a well-lit area and ask for security to escort you to your car.
13. A company purchased 85 tablet computers at \$399 each. Estimate the amount of the purchase.
  - A. \$32,000
  - B. \$33,915
  - C. \$34,000
  - D. \$36,000
14. What is the measurement of unique physical or behavioral characteristics such as fingerprints, retina scanning, or voice recognition as a means of identification or security?
  - A. Biometrics
  - B. Ergonomics
  - C. MICR Code
  - D. Proximity Reader Technology
15. How much water would you add to 2½ gallons of bleach to make a 10% bleach solution?
  - A. 2 ½ gallons
  - B. 5 gallons
  - C. 10 gallons
  - D. 25 gallons

16. Which type of table would be a good choice for a meeting if the leader wants to reduce the appearance of differences in rank between the participants?
- A. U-shaped
  - B. Round
  - C. Rectangular
  - D. Triangular
17. A period of 12 months used for accounting purposes is known as a(n) \_\_\_\_\_ year. This period may or may not coincide with a traditional January-December calendar year.
- A. CPA
  - B. fiscal
  - C. budget
  - D. capital
18. You borrowed \$4500.00 at 9.5% for 6 years, what amount would you pay in interest?
- A. \$256.50
  - B. \$2565.00
  - C. \$4756.50
  - D. \$7065.00
19. Many administrative assistants open their supervisor's mail. The process of writing comments, underlining key statements, and marking important dates on the pieces of mail is known as?
- A. Annotating
  - B. Enclosing
  - C. Clarifying
  - D. Routing
20. Which type of communication sends the strongest statement and most believable message?
- A. Oral Communication
  - B. Written Communication
  - C. Non-verbal Communication
  - D. Inter-personal Communications

Answer Key

1. C
2. A
3. D
4. C
5. D
6. B
7. D
8. A
9. C
10. C
11. A
12. B
13. D
14. A
15. D
16. B
17. B
18. B
19. A
20. C