



*Job Ready Assessment Blueprint*

*21<sup>st</sup> Century Skills for Workplace Success*

*Test Code: 1037 Version: 01*

*"Enhancing Today's Workforce  
Through Tailored Performance Solutions"*

## Specific Competencies and Skills Tested in this Assessment:

### Reading Skills

- Interpret technical and general interest materials commonly used
- Apply understanding of the material to job operations

### Math Skills

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

### Writing Skills

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



### Speaking and Listening Skills

- Give and take directions or instructions
- Give and respond to oral reports or presentations
- Participate in group or team discussions
- Engage in conversations with co-workers, supervisors, and clients

### Computer Literacy

- Use common software to word process, create spreadsheets, and use databases
- Transfer the operating principles of one application to another similar application
- Use the knowledge of computer logic, operating systems, and basic troubleshooting techniques

**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
- Explain the rationale behind organizational policies and procedures
- Explain the necessity and benefits/disadvantages of organizational change
- Explain basic economic concepts

**Work Ethic**

- Exhibit responsibility: come to work as assigned, contribute work required, adhere to policies, etc.
- Exhibit flexibility and adaptability

**Positive Attitude**

- Cooperate with co-workers and supervisors
- Take directions willingly
- Exhibit eagerness to learn
- Act in a pleasant and polite manner with customers, co-workers, and supervisors

**Specific Competencies and Skills continued:****Independence and Initiative**

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

**Self Presentation**

- Identify ways in which the individual employee represents the organization
- Exhibit a neat appearance
- Use effective communication skills
- Exhibit elements of etiquette 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

**Team Member**

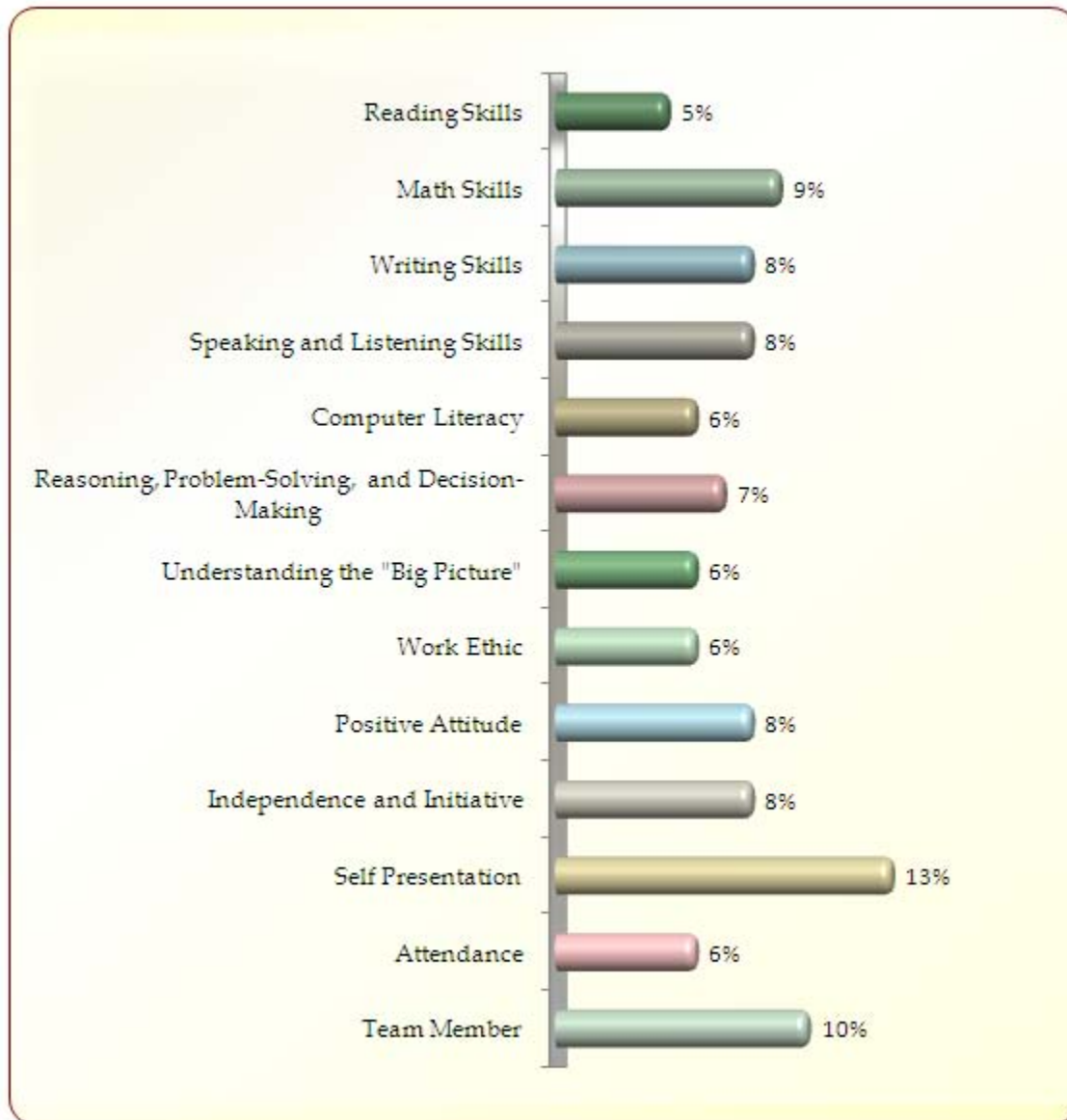
- Attend team meetings, focus on the topic/purpose, offer facts and ideas, and help others to contribute
- Look for ways to help others
- Recognize others for their contributions
- Let others know what is needed to get the job done
- Explain the importance of teamwork to the overall operation of the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

## Written Assessment:

**Administration Time:** 2 hours

**Number of Questions:** 100

### Areas Covered:



**Sample Questions:**

Eggs sell for \$1.09 per dozen at the local supermarket. If the supermarket pays \$8.00 per case that consists of 12 dozen cartons, how much profit does the supermarket make per case?

- A. \$4.27
- B. \$5.08
- C. \$5.80
- D. \$8.00

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

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

The term “prioritizing” is used in connection with

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

The purpose of an agenda is to

- A. set a schedule for a meeting
- B. gather information
- C. record inter-office communication
- D. advertise a product

When team work begins, what is the first major task of the team members?

- A. outline rules
- B. create lists
- C. set goals
- D. list responsibilities