Administrative Professional

Study Guide

Assessment:

0201 Administrative Professional

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Testing
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OKLAHOMA WORKS

Aligned with the International Association of Administrative Professionals Standards

Overview

This study guide is designed to help students prepare for the Administrative Professional assessment. It not only includes information about the assessment, but also the skills standards upon which the assessment is based and test taking strategies.

Each of the four sections in this guide provides useful information for students preparing for the Administrative Professional assessment.

- CareerTech and Competency-Based Education: A Winning Combination

- • Administrative Professional assessment

  ► Assessment Information

  ► Standards and Test Content

  ► Sample Questions

  ► Abbreviations, Symbols and Acronyms

- Strategies for Test Taking Success

- Notes

This assessment is aligned with the International Association of Administrative Professional Standards. The IAAP Certified Administrative Professional (CAP®) is an assessment-based professional certification for office management and business administrative professionals. It is the only recognized certification that encompasses the duties, responsibilities, and knowledge required of the administrative professional in the 21st Century. The CAP Body of Knowledge was created by academic subject matter experts and validated by administrative professionals working across multiple industries through a series of extensive research studies. Under each of the seven functional area domains are detailed, measurable knowledge goals based on the most significant information and skills administrative professionals should know in order to be successful in their positions, in support of the well-being of the organization.

International Association of Administrative Professionals: **www.iaap-hq.org**

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CareerTech and Competency-Based Education:
A Winning Combination

Competency-based education uses learning outcomes that emphasize both the application and creation of knowledge and the mastery of skills critical for success. In a competency-based education system, students advance upon mastery of competencies, which are measureable, transferable outcomes that empower students.

Career and technology education uses industry professionals and certification standards to identify the knowledge and skills needed to master an occupation. This input provides the foundation for development of curriculum, assessments and other instructional materials needed to prepare students for wealth-generating occupations and produce comprehensively trained, highly skilled employees demanded by the work force.

Tools for Success

CareerTech education relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

Skills standards provide the foundation for competency-based instruction and outline the knowledge and skills that must be mastered in order to perform related jobs within an industry. Skills standards are aligned with national skills standards and/or industry certification requirements; therefore, a student trained to the skills standards is equally employable in local, state and national job markets.

Curriculum materials and textbooks contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources include supplemental activities that enhance learning by providing opportunities to apply knowledge and demonstrate skills.

Certification Assessments test the student over material outlined in the skills standards and taught using the curriculum materials and textbooks. When used with classroom performance evaluations, certification assessments provide a means of measuring occupational readiness.

Each of these components satisfies a unique purpose in competency-based education and reinforces the knowledge and skills students need to gain employment and succeed on the job.

Measuring Success

Evaluation is an important component of competency-based education. Pre-training assessments measure the student's existing knowledge prior to receiving instruction and ensure the student's training builds upon this knowledge base. Formative assessments administered throughout the training process provide a means of continuously monitoring the student's progress towards mastery.

Certification assessments provide a means of evaluating the student's mastery of knowledge and skills. Coaching reports communicate assessment scores to students and provide a breakdown of assessment results by standard area. The coaching report also shows how well the student has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.

Administrative Professional
Assessment Information

What is the Administrative Professional assessment?

The Administrative Professional assessment is an end-of-program assessment for students in the Administrative Professional program. The assessment provides an indication of student mastery of knowledge and concepts necessary for success in this area.

How was the assessment developed?

The assessment was developed by the CareerTech Testing Center. Items were developed and reviewed by a committee of subject matter experts.

Frequency: represents how often the task is performed on the job. Frequency rating scales vary for different occupations. The rating scale used in this publication is presented below:

1 = less than once a week   2 = at least once a week   3 = once or more a day

Criticality: denotes the level of consequence associated with performing a task incorrectly. The rating scale used in this publication is presented below:

1 = slight   2 = moderate   3 = extreme

What does the assessment cover?

Specifically, the tests include multiple-choice test items over the following areas:

Administrative Professional (55 questions)

Organizational Communications	16%
Business Writing and Document Production	15%
Technology and Information Distribution	16%
Office and Records Management	16%
Event and Project Management	9%
Human Resources	15%
Financial Functions	13%

What are the benefits of using the assessment?

Students receive a certificate for each assessment that he/she passes. This certificate may be included in his/her portfolio and used to communicate the student's mastery of the subject matter to potential employers.

When should the assessment be taken?

The CareerTech Testing Center recommends that students take this assessment as soon as possible after receiving all standards-related instruction, rather than waiting until the end of the school year.

Is the assessment timed?

No. Although students may take as long as they need, most finish the assessment within one hour.

What resources can students use on these assessments?

Students are allowed to use calculators and scratch paper on CTTC assessments; however, these items must be provided by the testing proctor and returned to the proctor before the student's exam is submitted for scoring. Calculator apps on cell phones and other devices may not be used on these assessments.

What accommodations can be made for students with Individualized Education Plans (IEPs)?

Accommodations are allowed for students with an Individualized Education Plan. Examples of allowable accommodations include:

- Extended time — This assessment is not timed; therefore, students may take as much time as needed to finish. The assessment must be completed in one testing session.

- Readers — A reader may be used to read the assessment to a student who has been identified as needing this accommodation.

- Enlarged text — Students needing this accommodation can activate this feature by clicking the AA icon in the upper right corner of the screen.

What can students expect on Test Day?

All CTTC assessments are web-based and delivered exclusively by a proctor in the school's assessment center. The proctor **cannot** be an instructor or anyone who was involved with the student during instruction.

Assessments are delivered in a question-by-question format. When a question is presented, the student can select a response or leave the question unanswered and advance to the next question. Students may also flag questions to revisit before the test is scored. All questions must be answered before the test can be submitted for scoring.

Can students retake the test?

Students may retake the test unless their school or state testing policies prohibit retesting. Students who can retest must wait at least three days between test attempts.

Administrative Professional
Standards and Test Content

Organizational Communications (9 questions)

1. Understand and accurately use the basic terminology associated with communication and management/leadership theories within organizations. **(3/2)**

    • Understand the various types of communication (written, verbal, nonverbal, interpersonal, group, public) and which is the most effective for different business situations.

    • Describe management/leadership theories and how they relate to effective organizational communication.

    • Understand basic communication theories and their usage in the workplace.

2. Identify and describe basic interactive steps involved when dealing with customers of an organization (telephone, in-person, conflict resolution, etc.). **(3/3)**

    • Demonstrate a basic knowledge and proficiency in managing and resolving conflict within an organization.

3. Explain the importance of professional networking and what can be accomplished through social networks. **(2/1)**

    • Describe how networking (both in-person and virtual) has changed the way people find jobs and companies recruit new employees.

4. Demonstrate an understanding of team dynamics within organizations. **(2/2)**

    • Identify and describe different types of teams and their purpose.

    • Describe the specific kinds of dynamics within teams and how they can be managed.

    • Identify and describe both the personal and professional aspects of team management.

    • Understand and display the ability to identify and evaluate the skills and competencies of team members.

    • Demonstrate knowledge and proficiency in effective decision-making, communication, and team building.

5. Describe the positive and negative forms of interpersonal interactions existing within an organization and the ways to manage. **(3/2)**

    • Explain how human motivation affects organizational dynamics.

    • Demonstrate basic knowledge of the differences between managing and leading.

    • Understand the dynamics of mentorship and coaching, including the effect on performance.

    • Describe power and how it can be used in organizations and interpersonal interactions.

    • Demonstrate proficiency in change management and its role in organizational development.

6. Demonstrate a basic knowledge and proficiency in the techniques of speaking in public. **(2/2)**
    - Describe and know how to apply methods of coping with public speaking anxiety.
    - Identify the different types of speeches and appropriate usage of each.
    - Demonstrate knowledge of how to prepare for and deliver a presentation.
7. Demonstrate awareness and understanding of communicating with diverse cultures. **(1/2)**
    - Describe international business practices with regard to cultural norms and rituals.
    - Demonstrate knowledge of the importance of multi-cultural communication in today's workplace.
8. Demonstrate a basic knowledge in organizational structure, systems, and strategies including their role in effective management and productivity. **(1/2)**
    - Describe the parts of a strategic plan and how it affects organization performance.
    - Understand various organization management systems that examine productivity (such as TQM – Total Quality Management).
9. Describe the ways in which confidentiality, legality, and ethics are important for the functioning of an organization. **(3/3)**

Business Writing and Document Production (8 question)

1. Understand and accurately use the basic terminology associated with business writing and document production. **(3/3)**
    - Describe the different functions of correspondence, documents, and reports within an organization.
    - Identify and describe which method is best for creating and distributing reports and documents within an organization.
    - Demonstrate a basic knowledge and proficiency in creating, preparing, editing, and drafting correspondence, documents, and reports within an organization.
    - Describe the difference between formal and informal documents and the formats and styles used for each.
2. Demonstrate knowledge of and proficiency in proofreading and editing documents. **(3/3)**
    - Demonstrate knowledge of document readability for business communication.
    - Identify and describe the most important steps when editing and proofreading.
    - Apply the basics of copy editing for various types of documents.
3. Demonstrate knowledge and proficiency in the use of grammar, spelling, and sentence construction. **(3/3)**
    - Demonstrate ability to apply basic rules of English grammar, especially spelling, punctuation, capitalization, and sentence construction.

4. Identify and describe the steps required to create and edit different types of business documents from start to finish. **(3/3)**
   - Demonstrate an ability to determine and develop materials for the appropriate audience for different types of business documents.
   - Identify the parts of a document and why each is important.
   - Explain corporate branding and describe its role in copyright protection and plagiarism.
   - Know which software applications are appropriate for the production of common business documents (e.g. MS Word, MS Publisher, Adobe Acrobat).
   - Demonstrate knowledge of and proficiency with spreadsheet creation, including simple formulas and data manipulation.
   - Understand the application and usage of presentation software (e.g. MS PowerPoint, Prezi, etc.).

5. Identify and describe the technical aspects of office and web publishing (i.e. typefaces, printing styles, graphics, fonts, etc.). **(2/2)**
   - Know which software is appropriate for office design and publishing in addition to their features and functions.
   - Identify important aspects of layout and design.
   - Demonstrate a familiarity and proficiency with online tools for web publishing.

6. Identify the necessary elements needed to create and present effective charts and graphs. **(2/2)**
   - Demonstrate a basic knowledge of and proficiency with software applications needed to create, format, and insert charts, tables and graphs into business documents and presentations.

7. Identify and describe the important elements necessary for finishing a document (e.g. binding, collation, stapling, coloring, graphics, etc.). **(1/2)**
   - Describe the key differences and requirements for electronic versus hard copy output of documents.

8. Demonstrate a basic knowledge of and proficiency with the creation of minutes for meetings. **(1/2)**

Technology and Information Distribution (9 question)

1. Understand and accurately use the basic terminology associated with information distribution. **(2/2)**

2. Identify and describe the important differences between traditional and electronic distribution of information and when to use the appropriate process and format. **(3/3)**
   - Demonstrate basic knowledge and proficiency in creating appropriate email and traditional letters with regard to communication and etiquette.
   - Demonstrate knowledge and proficiency of different email interface types.
   - Demonstrate the knowledge and ability to determine the purpose and use of information to be distributed.
   - Know what software and technology is available for distributing information.
   - Know the traditional forms of information distribution (e.g. postal services, telephone, flyers, etc.).

3. Identify and describe copyright laws, regulations regarding intellectual property, and ways to maintain confidentiality when distributing information. **(2/3)**

4. Identify and describe the process and techniques of gathering, compiling, and analyzing data. **(2/3)**
   - Identify and describe the appropriate methods of research for gathering and analyzing data.
   - Know which software applications are appropriate for compiling, storing, and analyzing data.
   - Demonstrate a clear understanding of which data is appropriate to collect and why.
   - Demonstrate a proficiency in creating a well-organized report with regard to organization and data visualization.

5. Demonstrate a basic knowledge and proficiency in the use of the Internet as a way of communicating with others inside and outside of the organization. **(3/3)**
   - Identify and describe the important characteristics of sending email (e.g. etiquette, attachments, formatting, etc.).
   - Demonstrate a basic knowledge and proficiency in social media usage and etiquette.
   - Know which social media applications are appropriate for a specific task and how to use them.

6. Demonstrate a basic knowledge and proficiency in installation, maintenance, and troubleshooting both equipment and software problems. **(2/2)**
   - Know the types of both company and online resources for identifying and troubleshooting equipment and software problems.
   - Identify various computer hardware used in an office.
   - Demonstrate knowledge of basic office software and functions.
   - Know appropriate types of software for equipment training and usage.
   - Identify and describe available online resources for equipment training and usage.

7. Demonstrate a basic knowledge and proficiency in the use of different types of computer operating systems. **(2/2)**

8. Identify and describe common ways of storing and transferring data and the types of media appropriate for each. **(2/3)**
   - Demonstrate a basic knowledge and proficiency in identifying file types and the appropriate ways of converting documents.
   - Know types of software programs used for document conversion.
   - Identify and describe common procedures of backing up electronic information and databases.

9. Explain what security procedures are involved in maintaining, backing up, and storing information. **(2/3)**
   - Demonstrate knowledge of legal issues regarding the storing of electronic information.

Office and Records Management (9 questions)

1. Understand and accurately use the basic terminology associated with records management. **(2/2)**

2. Identify and describe the key advantages and disadvantages of electronic and manual (paper) file management. **(2/2)**

3. Demonstrate a knowledge and proficiency of both electronic and manual (paper) filing rules and standards. **(3/3)**
   - Identify and describe types of electronic files, naming conventions, options for accessing, and methods of altering information.
   - Know available software, systems, and services for electronic filing, including characteristics and costs.
   - Demonstrate a knowledge and proficiency of common filing rules, standards, styles, and techniques.
   - Describe the different methods for creating, storing, and retaining files.

4. Identify and describe the appropriate security for both electronic and manual files. **(3/3)**
   - Identify the key laws regarding record storage and confidentiality.
   - Identify both the strengths and weaknesses of types of record and file security.

5. Demonstrate a knowledge and proficiency of file retrieval, maintenance, and retention. **(2/3)**

6. Understand and accurately use the basic terminology associated with running an office and providing productive workspaces. **(2/3)**
   - Identify and describe the significant elements of office layout and why they are important to efficient and effective working conditions.

7. Demonstrate knowledge of resources necessary to efficiently manage an office and how to obtain them from appropriate distributors. **23/3)**
   - Demonstrate and describe the steps for placing and receiving supply orders.
   - Demonstrate a basic knowledge and proficiency in obtaining supplies within a budget.
   - Know the policies and practices regarding purchasing options and procurement.
   - Describe the process of creating and distributing a Request for Proposal (RFP).

8. Identify and describe the important methods of checking and maintaining inventory. **(2/2)**
   - Identify the steps involved in creating inventory lists.
   - Know the types of software appropriate for maintaining inventory.

9. Demonstrate a basic knowledge and proficiency in setting up a virtual office. **(1/1)**
   - Identify both the advantages and disadvantages of virtual offices versus traditional offices.

Event and Project Management (5 question)

1. Understand and accurately use the basic terminology associated with event and time management. **(2/2)**
2. Demonstrate knowledge of and proficiency in travel preparation. **(1/2)**
   - Identify and describe the necessary elements for planning and organizing travel both domestically and abroad.
3. Describe the key requirements for virtual meetings contrasted with those that take place in person. **(1/2)**
   - Identify and describe the steps required for the organization and planning of professional meetings.
   - Know which software applications are appropriate for online meetings.
4. Demonstrate basic knowledge and proficiency in prioritizing and delegating elements of a project from planning to implementation. **(3/3)**
   - Identify and describe the important techniques of time management from the planning stage to the implementation of a project.
   - Understand and display the ability to identify and evaluate the skills and competencies of others for project delegation.
5. Describe the steps required in organizing, planning, and managing a project. **(3/3)**
   - Know which software and technology tools are appropriate for managing a project.
   - Demonstrate a basic knowledge of and proficiency in negotiating, budget review, and bill explanation when organizing a project.
   - Demonstrate a basic knowledge of and proficiency in prioritizing and organizing work tasks.

Human Resources (8 questions)

1. Understand and accurately use the basic terminology associated with human resources. **(2/2)**
2. Demonstrate a knowledge and proficiency in the basic duties and processes of human resources. **(3/3)**
   - Describe the ways to address employee situations professionally and legally.
   - Describe different forms of sexual harassment in the workplace.
   - Identify and describe ways to follow organizational policies and procedures.
   - Demonstrate knowledge of and purpose for performance evaluations.
3. Identify and describe the necessary policies and procedures of maintaining employee files/records. **(2/3)**
   - Identify and describe what types of employee records are maintained within an organization.
   - Identify the procedures for confidentially maintaining employee records.
   - Identify the rights and responsibilities of both the organization and the employee.

4. Explain why training and procedure manuals are important for an organization. **(1/2)**
   - Identify important aspects of effective training programs.
   - Describe what elements of organizational procedure should be included in training and procedure manuals.
   - Describe the primary differences between policies, procedures, and training programs.
5. Identify and describe the recruitment process, staffing, and hiring practices. **(1/2)**
   - Define and describe different interview types and the interview process of each.
   - Demonstrate the ability to determine staffing requirements of an organization.
6. Explain why diversity in cultural and age groups is an important issue for professional organizations. **(1/2)**
   - Identify what should be included in diversity training within an organization.
   - Describe how differing cultural and generational perspectives can benefit an organization.
   - Identify ways in which cultural diversity can generate conflict and describe how it can be reduced.
7. Demonstrate a basic knowledge and proficiency in the procedures of onboarding and offboarding employees within organizations. **(1/1)**
   - Describe the difference between staff onboarding and offboarding and their impact on the organization.
8. Identify and describe key elements of human resource law and how they impact the organization. **(1/2)**
   - Explain why it is necessary to know the basics of HR law within an organization.

Financial Functions (7 question)

1. Understand and accurately use the basic terminology associated with the financial functions of the organization. **(2/2)**
2. Demonstrate a basic knowledge of and proficiency in budgets and financial statements. **(2/3)**
   - Explain the purpose of a budget and why it is necessary.
   - Identify and describe the different elements of a budget.
   - Demonstrate a basic knowledge and proficiency in how to read a financial statement.
   - Describe the key differences between a financial statement, a profit and loss statement, and a statement of cash flows.
   - Identify and describe the process of creating, tracking, and balancing a budget.
   - Identify and describe the procedures and management of petty cash.

3. Identify important elements of the banking process and transactions. **(2/3)**

   - Identify the appropriate forms for depositing, withdrawing, and transferring cash.

   - Know and describe how to record, report, and document cash and checks.

   - Describe safe money-handling procedures and how to maintain security of cash funds.

4. Demonstrate a basic knowledge and ability to make journal entries for financial transactions. **(2/3)**

   - Describe the key difference between the debit and credit columns of a financial journal.

   - Identify and describe the main types of financial accounts (e.g. chart of accounts, accounts receivable, and accounts payable).

   - Identify and describe the difference between a general journal and a combined journal.

   - Know software options for creating financial journals.

5. Identify and describe the reconciliation process of both electronic transfers and bank statements. **(2/3)**

   - Know what supporting documents are necessary to perform reconciliation.

6. Explain why a statistical analysis is necessary and what information it provides. **(2/2)**

   - Demonstrate a basic knowledge and proficiency in performing a statistical analysis and reporting the outcomes.

   - Know the appropriate software for performing and presenting a statistical analysis.

7. Demonstrate a basic knowledge and proficiency in organizing, budgeting, and communicating with regards to fundraising for charity. **(1/2)**

   - Demonstrate a basic knowledge of the state and federal laws and regulations regarding charitable fundraising.

Sample Questions

_____ 1. Many recruiters believe the main factors contributing to job success in corporate America are the ability to work with others and:

    a. communication skills.
    b. keyboarding speed.
    c. bilingual skills.
    d. coding experience.

_____ 2. Which is the most advantageous negotiation style for all parties involved?

    a. win-lose
    b. lose-lose
    c. win-win
    d. compromise

_____ 3. Which approach best overcomes a mistake made during a presentation?

    a. rushing through the content
    b. communicating in excess
    c. avoiding eye contact
    d. maintaining composure

_____ 4. What is an advantage of intercultural communication in today's workplace?

    a. broader perspective
    b. limited insight
    c. risk of discrimination
    d. conversation barriers

_____ 5. Coordination through formal hierarchy relies on:

    a. informal communication.
    b. direct supervision.
    c. job descriptions.
    d. employee goals.

_____ 6. Which communication channel is recommended for highly personal messages?

    a. email
    b. formal letter
    c. instant messaging
    d. oral

_____   7. Which illustrates a sentence without business jargon?

    a. Please be advised that we have received the project proposal.
    b. Please do not hesitate to ask questions about the proposal.
    c. Here is the proposal for the upcoming project.
    d. As per your request, we have modified this proposal.

_____   8. Which is the correct order for arranging business and personal names in an alphabetic filing system?

    a. 1950 Appliance Market, Kerry P. Apple, Apples & Bananas Bakery, The Appliance Store
    b. The Appliance Store, 1950 Appliance Market, Apples & Bananas Bakery, Kerry P. Apple
    c. 1950 Appliance Market, The Appliance Store, Kerry P. Apple, Apples & Bananas Bakery
    d. Kerry P. Apple, Apples & Bananas Bakery, The Appliance Store, 1950 Appliance Market

Sample Questions — Key

1. Many recruiters believe the main factors contributing to job success in corporate America are the ability to work with others and:

    a. communication skills.   Correct
    b. keyboarding speed.   Wrong, but plausible
    c. bilingual skills.   Wrong, but plausible
    d. coding experience.   Wrong, but plausible

2. Which is the most advantageous negotiation style for all parties involved?

    a. win-lose   Wrong, but plausible
    b. lose-lose   Wrong, but plausible
    c. win-win   Correct
    d. compromise   Wrong, but plausible

3. Which approach best overcomes a mistake made during a presentation?

    a. rushing through the content   Wrong, but plausible
    b. communicating in excess   Wrong, but plausible
    c. avoiding eye contact   Wrong, but plausible
    d. maintaining composure   Correct

4. What is an advantage of intercultural communication in today's workplace?

    a. broader perspective   Correct
    b. limited insight   Wrong, but plausible
    c. risk of discrimination   Wrong, but plausible
    d. conversation barriers   Wrong, but plausible

5. Coordination through formal hierarchy relies on:

    a. informal communication.   Wrong, but plausible
    b. direct supervision.   Correct
    c. job descriptions.   Wrong, but plausible
    d. employee goals.   Wrong, but plausible

6. Which communication channel is recommended for highly personal messages?

    a. email   Wrong, but plausible
    b. formal letter   Wrong, but plausible
    c. instant messaging Wrong, but plausible
    d. oral   Correct

7. Which illustrates a sentence without business jargon?

    a. Please be advised that we have received the project proposal.   Wrong, but plausible
    b. Please do not hesitate to ask questions about the proposal.   Wrong, but plausible
    c. Here is the proposal for the upcoming project.   Correct
    d. As per your request, we have modified this proposal.   Wrong, but plausible

8. Which is the correct order for arranging business and personal names in an alphabetic filing system?

    a. 1950 Appliance Market, Kerry P. Apple, Apples & Bananas Bakery, The Appliance Store
       Correct
    b. The Appliance Store, 1950 Appliance Market, Apples & Bananas Bakery, Kerry P. Apple
       Wrong, but plausible
    c. 1950 Appliance Market, The Appliance Store, Kerry P. Apple, Apples & Bananas Bakery
       Wrong, but plausible
    d. Kerry P. Apple, Apples & Bananas Bakery, The Appliance Store, 1950 Appliance Market
       Wrong, but plausible

Abbreviations, Symbols and Acronyms

When abbreviations, symbols or acronyms are more commonly used in written and verbal communications within fundamentals of technology than the words they represent, they will also be used on the written examination required for competency. The following is a list of abbreviations, symbols and acronyms used on the Administrative Professional examination.

e.g.	for example
email	electronic mail
etc.	et cetera
HR	Human Resources
ID	Identification
i.e.	that is; namely
IM	Instant Message
IRS	Internal Revenue Service
MS	Microsoft
OS	Operating System
PIN	Personal Identification Number
RAM	Random Access Memory
RFP	Request for Proposal
TQM	Total Quality Management
.xlsx	Microsoft Excel file extension

Test Taking Strategies

This section of the study guide contains valuable information for testing success and provides a common-sense approach for preparing for and performing well on any test.

General Testing Advice

1. Get a good night's rest the night before the test — eight hours of sleep is recommended.
2. Avoid junk food and "eat right" several days before the test.
3. Do not drink a lot or eat a large meal prior to testing.
4. Be confident in your knowledge and skills!
5. Relax and try to ignore distractions during the test.
6. Focus on the task at hand — taking the test and doing your best!
7. Listen carefully to the instructions provided by the exam proctor. If the instructions are not clear, ask for clarification.

Testing Tips

1. Read the entire question before attempting to answer it.
2. Try to answer the question before reading the choices. Then, read the choices to determine if one matches, or is similar, to your answer.
3. Do not change your answer unless you misread the question or are certain that your first answer is incorrect.
4. Answer questions you know first, so you can spend additional time on the more difficult questions.
5. Check to make sure you have answered every question before you submit the assessment for scoring — unanswered questions are marked incorrect.

NOTES