



Employability Skills

Study Guide

Assessment:

0454 Workplace Readiness Skills

0455 Job Seeking and Retention Skills



a division of
career tech

Overview

This study guide is designed to help students prepare for the Employability Skills assessments. It not only includes information about each assessment, but also the skills standards upon which the assessments are based, resources that can be used to prepare for each assessment, and test taking strategies.

- CareerTech and Competency-Based Education: A Winning Combination
- Employability Skills assessment
 - ▶ Assessment Information
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- Strategies for Test Taking Success
- Notes

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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 measurable, 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.

Employability Skills Assessment Information

What are the Employability Skills assessments?

The Employability Skills exam series includes two assessments designed to prepare students for the world of work.

The Workplace Readiness Skills assessment measures student mastery of the soft skills that employers seek in potential candidates. The Job Seeking and Retention Skills assessment measures how well students understand the skills used to gain employment and succeed in the workplace.

How was the assessment developed?

The assessments were developed by the CareerTech Testing Center. Items were developed and reviewed by a committee of subject matter experts representing a variety of industries.

The committee assigned frequency and criticality ratings to each skill, which determines the significance of each task for test development:

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 each assessment cover?

The Workplace Readiness Skills assessment includes 55 multiple-choice questions over the following areas:

Demonstrate Personal Qualities and People Skills	40%
Skills Needed for Career and Life Success	44%
Use Technology Effectively	11%
Understanding the Importance of Community Awareness and Involvement	5%

The Job Seeking and Retention Skills assessment includes 55 multiple-choice questions over the following areas:

Job Search	27%
Resume/Cover Letter	18%
Job Application	9%
Interviewing	24%
Job Retention	22%

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 the appropriate 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?


Yes. Students have one hour to complete each assessment. The assessments do not have to be taken during the same testing session.

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 — For assistance with meeting this accommodation, please contact the CareerTech Testing Center at (405) 743-5412. Each assessment must be completed in one testing session.
- Readers — A reader may be used to read an 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  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.

Standards and Test Content

0454 Workplace Readiness Skills

55 Questions

Duty A: Demonstrate Personal Qualities and People Skills — 40% (22 questions)

1. Demonstrate positive attitude through perseverance, maintaining focus, taking direction, controlling emotions, overcoming adversity, and keeping an optimistic outlook. **(3/2)**
2. Demonstrate strong work ethic by showing the ability to remain self-motivated, dependable, reliable, diligent, and hard working. **(3/3)**
3. Demonstrate integrity through honesty, loyalty, fairness, responsibility, respect and maintaining strong moral principles. **(3/3)**
4. Demonstrate interpersonal skills by showing the ability to communicate and interact with others, both individually and within a team. **(3/3)**
5. Demonstrate professionalism by showing the ability to maintain a neat appearance, confident demeanor, a strict code of ethics at all times, and proper etiquette. **(3/3)**
6. Demonstrate teamwork through the ability to listen, respect others, collaborate, participate, and cooperate. **(3/3)**
7. Demonstrate leadership through enthusiasm, charisma, maturity, boldness, and passion, all while maintaining emotional stability. **(2/2)**



Duty B: Skills Needed for Career and Life Success — 44% (24 questions)

1. Demonstrate critical thinking and problem solving by showing the ability to think clearly and rationally, while engaging in reflective and independent thinking. Analyze and provide solutions to potential barriers. **(3/2)**
2. Demonstrate planning and organization through the ability to be prepared, flexible, detail-oriented, and visionary. **(3/3)**
3. Demonstrate communication by showing the ability to listen attentively, relate to others, practice confidence, be specific, and understand when to speak up. **(3/3)**
4. Demonstrate conflict resolution through fairness, emotional intelligence, the ability to see common causes, and finding sensible solutions without prejudice. **(2/3)**
5. Demonstrate goal setting by showing the ability to use self-motivation and vision to generate outcomes that are specific, measurable, achievable, realistic, and timely. **(2/2)**
6. Understand career planning through your own personal interests, values, skills, and preferences in order to match them with careers that you would enjoy. **(2/2)**

7. Demonstrate customer service through the ability to practice patience, attentiveness, persuasiveness, optimism, respect, and enthusiasm when dealing with a wide range of customers. **(3/3)**
8. Demonstrate health and safety by showing personal accountability for own health and hygiene, the ability to follow policies and procedures, and make sound decisions. **(3/3)**
9. Demonstrate continuing education through a commitment to continually improve your professional skills and strive to become an industry expert in your field. **(2/3)**

Duty C: Use Technology Effectively — 11% (6 questions)

1. Demonstrate understanding of information technology through the ability to select appropriate technological resources to accomplish work responsibilities in an efficient and safe manner. **(2/3)**
2. Demonstrate understanding of telecommunications through the ability to understand basic rules and proper etiquette associated with the use of a cell phone, desktop computer, email, laptop, tablet, and social media. **(3/3)**

Duty D: Understanding the Importance of Community Awareness and Involvement — 5% (3 questions)

1. Understanding community resources through general knowledge of public agencies and organizations that have the potential to improve the quality of life within a community. **(1/2)**
2. Demonstrate understanding of community responsibilities through the ability to cooperate, participate, and show respect within your community. **(2/2)**



Sample Questions

0454 Workplace Readiness Skills

- _____ 1. Rules of behavior that guide the decisions of an organization are known as:
- a. operating procedures.
 - b. business guidelines.
 - c. code of ethics.
 - d. vision statements.
- _____ 2. An individual who shows consideration and respect for others in the workplace is viewed as:
- a. professional.
 - b. dedicated.
 - c. detailed.
 - d. ethical.
- _____ 3. An employee can best organize daily duties by:
- a. answering the phone.
 - b. delegating all tasks.
 - c. preparing a priority list.
 - d. reading e-mail.
- _____ 4. When dealing with an angry customer, the first step is to:
- a. listen to the problem.
 - b. resolve the problem.
 - c. consider the profit margin.
 - d. call for a manager.
- _____ 5. Which business principle focuses on strategic actions that will be taken in order to reach corporate objectives and goals?
- a. marketing
 - b. time management
 - c. planning
 - d. budgeting

Sample Questions — Key 0454 Workplace Readiness Skills

1. Rules of behavior that guide the decisions of an organization are known as:
 - a. operating procedures. Incorrect
 - b. business guidelines. Incorrect
 - c. code of ethics. Correct
 - d. vision statements. Incorrect

2. An individual who shows consideration and respect for others in the workplace is viewed as:
 - a. professional. Correct
 - b. dedicated. Incorrect
 - c. detailed. Incorrect
 - d. ethical. Incorrect

3. An employee can best organize daily duties by:
 - a. answering the phone. Incorrect
 - b. delegating all tasks. Incorrect
 - c. preparing a priority list. Correct
 - d. reading e-mail. Incorrect

4. When dealing with an angry customer, the first step is to:
 - a. listen to the problem. Correct
 - b. resolve the problem. Incorrect
 - c. consider the profit margin. Incorrect
 - d. call for a manager. Incorrect

5. Which business principle focuses on strategic actions that will be taken in order to reach corporate objectives and goals?
 - a. marketing Incorrect
 - b. time management Incorrect
 - c. planning Correct
 - d. budgeting Incorrect

Standards and Test Content

0455 Job Seeking and Retention Skills

55 Questions

Duty A: Job Search — 27% (15 questions)

1. Create a job goal that is specific and measurable. **(3/3)**
2. Describe the type of job you want. **(3/3)**
3. Identify which jobs you are qualified to do. **(3/3)**
4. List resources available to locate job openings. **(3/3)**
5. Explain the benefits of networking. **(3/3)**
6. Conduct a job search. **(3/3)**
7. Describe the role of social media in a job search. **(3/3)**

Duty B: Resume/Cover Letter — 18% (10 questions)

1. List common components of a resume. **(3/3)**
2. Compare and contrast different types of resume formats. **(2/3)**
3. Describe the importance of professionalism. **(2/3)**
4. Describe the key elements included in a cover letter. **(2/3)**
5. Identify ways to properly submit a resume. **(2/3)**

Duty C: Job Application — 9% (5 questions)

1. Describe the primary purpose of a job application. **(2/3)**
2. Identify how to obtain and complete a job application. **(2/2)**
3. Generate a list of references. **(2/3)**

Duty D: Interviewing — 24% (13 questions)

1. Discuss ways to prepare for an interview. **(2/2)**
2. Explain the importance of physical appearance. **(2/3)**
3. Use proper interview etiquette. **(3/3)**
4. Distinguish between the types of interview questions and appropriate responses.
5. Explain the importance of asking questions during an interview. **(3/3)**
6. Discuss techniques for closing an interview. **(2/3)**



Duty E: Job Retention — 22% (12 questions)

1. Identify strategies for maintaining a positive attitude. **(2/2)**
2. Discuss the importance of taking responsibility for your actions. **(2/2)**
3. Explain the purpose of company rules and guidelines. **(2/2)**
4. Explain the importance of building relationships with managers and co-workers. **(2/3)**
5. Discuss ways to handle conflict in the workplace. **(3/3)**
6. List characteristics that show strong work ethic. **(2/3)**
7. Discuss the importance of improving job performance based on self-evaluation and feedback from manager or co-workers. **(2/3)**



Sample Questions

0455 Job Seeking and Retention Skills

- _____ 1. An important factor to consider when making a career choice is how:
- a. well it aligns with your needs.
 - b. long it will take to get to work.
 - c. often you will receive a raise.
 - d. much you are willing to sacrifice.
- _____ 2. All information listed on a resume should be:
- a. fabricated.
 - b. estimated.
 - c. truthful.
 - d. convincing.
- _____ 3. A person that can vouch for one's ability to do a good job is known as a:
- a. candidate.
 - b. witness.
 - c. reference.
 - d. co-worker.
- _____ 4. Which job search tool is used to organize and document work samples?
- a. cover letter
 - b. employee folder
 - c. resume
 - d. career portfolio
- _____ 5. Upon completion of an interview, a thank you letter be sent within:
- a. 1 week.
 - b. 24 hours.
 - c. 48 hours.
 - d. 72 hours

Sample Questions — Key 0455 Job Seeking and Retention Skills

1. An important factor to consider when making a career choice is how:
 - a. well it aligns with your needs. Correct
 - b. long it will take to get to work. Incorrect
 - c. often you will receive a raise. Incorrect
 - d. much you are willing to sacrifice. Incorrect

2. All information listed on a resume should be:
 - a. fabricated. Incorrect
 - b. estimated. Incorrect
 - c. truthful. Correct
 - d. convincing. Incorrect

3. A person that can vouch for one's ability to do a good job is known as a:
 - a. candidate. Incorrect
 - b. witness. Incorrect
 - c. reference. Correct
 - d. co-worker. Incorrect

4. Which job search tool is used to organize and document work samples?
 - a. cover letter Incorrect
 - b. employee folder Incorrect
 - c. resume Incorrect
 - d. career portfolio Correct

5. Upon completion of an interview, a thank you letter be sent within:
 - a. 1 week. Incorrect
 - b. 24 hours. Correct
 - c. 48 hours. Incorrect
 - d. 72 hours Incorrect

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.



