

Potential Technical Skill Assessments

7/1/2014

Pathway: Legal Services - Legal Administrative Assistant

Cluster: Law Enforcement, Corrections, & Public Services

CLUSTER/ PATHWAY/ PROGRAM	CERTIFICATION / ASSESSMENT TITLE	TYPE	ISSUING ORGANIZATION	WEBSITE	ELIGIBILITY REQUIREMENTS / PREREQUISITES	ADMINISTRA- TION ELIGIBILITY (Written, Oral, Practical, etc.)	PASSING SCORE	COST	COMMENTS
FOR USE AT									
Business Education (Cluster)	Administrative Professional	Academic Assessment	CareerTech	http://www.okcareertech.org/about/state-agency/divisions/testing/skills-standards/business-management-skills-standards/30201-adminprof.pdf	Job-ready assessment that verifies student mastery of the knowledge and skills in administrative support careers.	Online	National norm	\$12 per pre-test and \$12 for post-test	Greatest focus appears to be on computer software. Additional focus on general office skills.
	Careertech Testing Information for Consortia Leaders and/or High School Testing Coordinators	Careertech	TESTING AGREEMENT	Each institution/ consortium should have a Testing Coordinator who contacts Careertech to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the Careertech Testing Agreement form: http://www.okcareertech.org/about/state-agency/divisions/testing					
Business Education (Cluster)	Microsoft Office Specialist-- Word 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online	Pass/ Fail	Varies (\$150).	K-12 License: annual license for one classrm.; up to 30 computers.
Business Education (Cluster)	Microsoft Office Specialist--Excel 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online	Pass/ Fail	Varies (\$150).	K-12 License: annual license for one classrm.; up to 30 computers.

Business Education (Cluster)	Microsoft Office Specialist-- Power Point 2010 & 2007	Certification	Certiport	http://www.certipoint.com	All requirements required to take certification assessment.	Online	Pass/ Fail	Varies (\$150).	K-12 License: annual license for one classrm.; up to 30 computers.
Business Education (Cluster)	Microsoft Office Specialist-- Access 2010 & 2007	Certification	Certiport	http://www.certipoint.com	All requirements required to take certification assessment.	Online	Pass/ Fail	Varies (\$150).	K-12 License: annual license for one classrm.; up to 30 computers.
Business Education (Cluster)	Microsoft Office Specialist -- Outlook 2010 & 2007	Certification	Certiport	http://www.certipoint.com	All requirements required to take certification assessment.	Online	Pass/ Fail	Varies (\$150).	K-12 License: annual license for one classrm.; up to 30 computers.
Business Education (Cluster)	Internet and Computing Core (IC3)--Computer Fundamentals	Certification assessment	Certiport	http://www.certipoint.com	Assessment may be taken individually for TSA requirement. Must complete all three IC3 assessments for certification.	Online	Pass/Fail		K-12 License: annual license for one classrm.; up to 30 computers.
Business Education (Cluster)	Internet and Computing Core (IC3)--Key Applications	Certification assessment	Certiport	http://www.certipoint.com	Assessment may be taken individually for TSA requirement. Must complete all three IC3 assessments for certification.	Online	Pass/Fail		K-12 License: annual license for one classrm.; up to 30 computers.
Business Education (Cluster)	Internet and Computing Core (IC3)--Living Online	Certification assessment	Certiport	http://www.certipoint.com	Assessment may be taken individually for TSA requirement. Must complete all three IC3 assessments for certification.	Online	Pass/Fail		K-12 License: annual license for one classrm.; up to 30 computers.

Business Education (Cluster)	Administrative Services	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/1105_Administrative_Services.pdf	Broad-based assessment that verifies student mastery of the knowledge and skills that provide the foundation for administrative support pathway.	On line	National norm	\$19 for post-test only; \$31 for pre-test & post-test.	
Business Education (Cluster)	Administrative Assisting	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/4101_Administrative_Assisting.pdf	Job-ready assessment that verifies student mastery of the knowledge and skills in administrative support careers.	On line	National norm	\$19 for post-test only; \$31 for pre-test & post-test.	
Legal Services	Legal Services	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/1137_Legal_Services.pdf	Broad-based assessment that verifies student mastery of the knowledge and skills that provide the foundation for legal services pathway.	On line	National norm	\$19 for post-test only; \$31 for pre-test & post-test.	
	<u>NOCTI Testing Information for Consortia Leaders and/or High School Testing Coordinators</u>	<u>NOCTI</u>	<u>TESTING AGREEMENT</u>	Each institution/consortium should have a <u>Testing Coordinator who contacts NOCTI to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the NOCTI Testing Agreement form: http://www.nocti.org/forms.cfm</u>					

Legal Services	Legal Office Assistant	Academic Assessment	CareerTech	http://www.okcareertech.org/about/state-agency/divisions/testing/skills-standards/business-management-skills-standards/30101-legalofficeassistant.pdf	Job-ready assessment that verifies student mastery of the knowledge and skills that provide the foundation for legal services careers.	Online	70%	\$12 per pre-test and \$12 for post-test	
FOR USE AT									
Legal Administrative Assistant	Legal Office Assistant	Academic Assessment	CareerTech	http://www.okcareertech.org/about/state-agency/divisions/testing/skills-standards/business-management-skills-standards/30101-legalofficeassistant.pdf	Job-ready assessment that verifies student mastery of the knowledge and skills that provide the foundation for legal services careers.	Online	70%	\$12 per pre-test and \$12 for post-test	
	Careertech Testing Information for Consortia Leaders and/or High School Testing Coordinators	Careertech	TESTING AGREEMENT	Each institution/consortium should have a Testing Coordinator who contacts Careertech to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the Careertech Testing Agreement form: http://www.okcareertech.org/about/state-agency/divisions/testing					
Legal Administrative Assistant	Microsoft Office Specialist-- Word 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online		Varies (\$150).	Small Campus License: annual license for one lab.; exam cap of 500 exams.

Legal Administrative Assistant	Microsoft Office Specialist--Excel 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online		Varies (\$150).	Small Campus License: annual license for one lab.; exam cap of 500 exams.
Legal Administrative Assistant	Microsoft Office Specialist--Power Point 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online		Varies (\$150).	Small Campus License: annual license for one lab.; exam cap of 500 exams.
Legal Administrative Assistant	Microsoft Office Specialist--Access 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online		Varies (\$150).	Small Campus License: annual license for one lab.; exam cap of 500 exams.
Legal Administrative Assistant	Microsoft Office Specialist -- Outlook 2010 & 2007	Certification	Certiport	http://www.certiport.com	All requirements required to take certification assessment.	Online		Varies (\$150).	Small Campus License: annual license for one lab.; exam cap of 500 exams.
Legal Administrative Assistant	Administrative Assisting	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/4101_Administrative_Assisting.pdf	Job-ready assessment that verifies student mastery of the knowledge and skills in administrative support careers.	On line	National norm	\$19 for post-test only; \$31 for pre-test & post-test.	
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Legal Administrative Assistant	Accredited Legal Professional	Certification	NALS	http://www.nals.org	National certification that verifies the mastery of the knowledge and skills of a legal professional.	On line	Pass/Fail	\$75 student fee	Offered 2 times per year - January/ August. ATCC uses this student assessment. Can make arrangements with NALS to offer the exam at different colleges. NALS also allows testing times other than Jan and Aug.
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Cluster: Law, Public Safety, Corrections, and Security

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES		COMMENTS
		Consensus among work group		
		Secondary	Post-secondary	
TOPIC 1: ACADEMIC FOUNDATIONS - Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the Legal Services Career Pathway.				
INDICATOR 01.01 Identify required training, education, and certification to prepare for employment in the Legal Services Career Pathway.	MEASURE 01.01.01 Identify training, education, and opportunities.	Y	Y	
	MEASURE 01.01.02 Participate in career-related training and/or degree programs.	O	Y	
	MEASURE 01.01.03 Identify certification tests to qualify for certification in chosen occupational area.	O	O	
INDICATOR 01.02 Demonstrate language arts knowledge and skills required for legal services careers.	MEASURE 01.02.01 Create business-quality written documents	Y	Y	
	MEASURE 01.02.02 Present formal and informal speeches including discussion, information requests, interpretation, and persuasive arguments.	Y	N	
INDICATOR 01.03 Demonstrate mathematics knowledge and skills for legal services careers.	MEASURE 01.03.01 Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication, and division.	Y	Y	
	MEASURE 01.03.02 Construct charts/tables/graphs from functions and data using spreadsheet software.	Y	Y	
	MEASURE 01.03.03 Analyze data when interpreting documents.	O	Y	

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		TOPIC 2: COMMUNICATIONS: Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.		
INDICATOR 02.01 Read, analyze, and synthesize technical written materials.	MEASURE 02.01.01 Demonstrate use of content, technical concepts, and vocabulary when analyzing information and following directions.	Y	Y	
	MEASURE 02.01.02 Assemble information, data, and observations to apply information learned.	O	Y	
	MEASURE 02.01.03 Communicate information, data, and observations to apply information learned from reading to actual practice.	Y	Y	
INDICATOR 02.02 Demonstrate use of the concepts, strategies, and systems for obtaining and conveying ideas and information to enhance written and oral communication in the workplace.	MEASURE 02.02.01 Employ verbal skills when obtaining and conveying information.	Y	Y	
	MEASURE 02.02.02 Record and organize information needed to present a report.	Y	Y	
	MEASURE 02.02.03 Write internal and external business correspondence that conveys and/or obtains information effectively.	Y	Y	
	MEASURE 02.02.04 Communicate with other employees to clarify workplace objectives.	Y	Y	
	MEASURE 02.02.05 Communicate effectively with clients and employees to foster positive relationships.	O	Y	

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		<p>INDICATOR 02.03 Locate, organize, and reference written information from various sources to communicate with co-workers and clients/participants.</p>	<p>MEASURE 02.03.01 Organize information to use in written and oral communications.</p>	
	<p>MEASURE 02.03.02 Reference the sources of information.</p>	Y	Y	
<p>INDICATOR 02.04 Evaluate and use information resources to accomplish specific occupational tasks.</p>	<p>MEASURE 02.04.01 Use informational texts, Internet web sites, and/or technical materials to review and apply information sources for occupational tasks.</p>	Y	Y	
	<p>MEASURE 02.04.02 Evaluate the reliability of information from informational texts, Internet web sites, and/or technical materials and resources.</p>	Y	Y	
<p>INDICATOR 02.05 Use correct grammar, punctuation, and terminology to write and edit documents.</p>	<p>MEASURE 02.05.01 Compose multi-paragraph documents clearly, succinctly, and accurately.</p>	Y	Y	
	<p>MEASURE 02.05.02 Identify audience and purpose when preparing and editing written documents.</p>	Y	Y	
	<p>MEASURE 02.05.03 Use correct grammar, spelling, punctuation, and capitalization when preparing written documents.</p>	Y	Y	
<p>INDICATOR 02.06 Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.</p>	<p>MEASURE 02.06.01 Prepare oral presentations to provide information for specific purposes and audiences.</p>	Y	Y	
	<p>MEASURE 02.06.02 Identify and prepare support materials that will enhance an oral presentation.</p>	Y	Y	

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	MEASURE 02.06.03 Deliver an oral presentation that sustains listeners' attention and interest.	Y	N	
	MEASURE 02.06.04 Align presentation strategies to the intended audience.	O	O	
	MEASURE 02.06.05 Implement multi-media strategies for presentations.	Y	Y	
INDICATOR 02.07 Interpret nonverbal cues/behaviors to enhance communication with co-workers and clients/participants.	MEASURE 02.07.01 Interpret nonverbal behaviors when communicating with clients and co-workers.	Y	O	
INDICATOR 02.08 Apply active listening skills to obtain and clarify information.	MEASURE 02.08.01 Interpret a given verbal message/information.	Y	Y	
	MEASURE 02.08.02 Respond with restatement and clarification techniques to clarify information.	Y	Y	
INDICATOR 02.09 Develop and interpret tables, charts, and figures to support written and oral communications.	MEASURE 02.09.01 Create tables, charts, and figures to support written and oral communications.	Y	Y	
	MEASURE 02.09.02 Interpret tables, charts, and figures used to support written and oral communication.	Y	N	
INDICATOR 02.10 Listen to and speak with diverse individuals to enhance communication skills.	MEASURE 02.10.01 Apply factors and strategies for communicating with a diverse audience.	Y	Y	
	MEASURE 02.10.02 Demonstrate ability to communicate and resolve conflicts within a diverse audience.	Y	Y	

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		INDICATOR 02.11 Exhibit public relations skills to increase internal and external customer/client satisfaction.	MEASURE 02.11.01 Communicate effectively when developing positive customer/client relationships.	
TOPIC 3: PROBLEM-SOLVING AND CRITICAL THINKING: Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.				
INDICATOR 03.01 Employ critical thinking skills independently and in teams to solve problems and make decisions (e.g., analyze, synthesize and evaluate).	MEASURE 03.01.01 Identify common tasks that require employees to use problem-solving skills.	O	N	
	MEASURE 03.01.02 Analyze elements of a problem to develop creative solutions.	Y	Y	
	MEASURE 03.01.03 Describe the value of using problem-solving and critical thinking skills to improve a situation or process.	Y	Y	
	MEASURE 03.01.04 Create ideas, proposals, and solutions to problems.	Y	Y	
	MEASURE 03.01.05 Evaluate ideas, proposals, and solutions to problems.	Y	N	
	MEASURE 03.01.06 Use structured problem-solving methods when developing proposals and solutions.	Y	Y	
	MEASURE 03.01.07 Generate new and creative ideas to solve problems by brainstorming possible solutions.	Y	Y	
	MEASURE 03.01.08 Critically analyze information to determine value to the problem-solving task.	Y	N	

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	MEASURE 03.01.09 Guide individuals through the process of recognizing concerns and making informed decisions.	O	Y	
	MEASURE 03.01.10 Identify scenarios using a variety of problem-solving and critical thinking skills.	Y	Y	
	MEASURE 03.01.11 Evaluate scenarios using a variety of problem-solving and critical thinking skills.	Y	Y	
INDICATOR 03.02 Employ critical thinking and interpersonal skills to resolve conflicts with staff and/or customers.	MEASURE 03.02.01 Analyze situations and behaviors that affect conflict management.	Y	Y	
	MEASURE 03.02.02 Determine best options/outcomes for conflict resolution using critical thinking skills.	Y	Y	
	MEASURE 03.02.03 Identify with others' feelings, needs, and concerns.	Y	Y	
	MEASURE 03.02.04 Implement stress management techniques.	Y	Y	
	MEASURE 03.02.05 Resolve conflicts using conflict resolution skills.	Y	Y	
	MEASURE 03.02.06 Implement conflict resolution skills to address staff issues/problems.	N	O	
INDICATOR 03.03 Conduct technical research to gather information necessary for decision-making.	MEASURE 03.03.01 Align the information gathered to the needs of the project.	Y	Y	
	MEASURE 03.03.02 Gather technical information and data using a variety of resources.	Y	Y	

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	MEASURE 03.03.03 Analyze information and data for value to the research objectives.	Y	Y	
	MEASURE 03.03.04 Evaluate information and data to determine value to research objectives.	O	Y	
TOPIC 4: INFORMATION TECHNOLOGY APPLICATIONS: Use information technology tools specific to the career cluster to access, manage, integrate, and create information.				
INDICATOR 04.01 Use Personal Information Management (PIM) applications to increase workplace efficiency.	MEASURE 04.01.01 Manage personal schedules and contact information.	Y	Y	
	MEASURE 04.01.02 Create memos and notes.	Y	Y	
INDICATOR 04.02 Employ technological tools to expedite workflow.	MEASURE 04.02.01 Use information technology tools to manage and perform work responsibilities.	Y	Y	
INDICATOR 04.03 Operate electronic mail applications to communicate within a workplace.	MEASURE 04.03.01 Use email to share files and documents.	Y	Y	
	MEASURE 04.03.02 Identify the functions and purpose of email systems.	Y	Y	
	MEASURE 04.03.03 Use email to communicate within and across organizations.	Y	Y	
INDICATOR 04.04 Operate Internet applications to perform workplace tasks.	MEASURE 04.04.01 Access and navigate Internet (e.g., use a web browser).	Y	Y	
	MEASURE 04.04.02 Search for information and resources.	Y	Y	

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	MEASURE 04.04.03 Evaluate Internet resources for reliability and validity.	Y	Y	
INDICATOR 04.05 Use writing and publishing applications to prepare business communications.	MEASURE 04.05.01 Prepare simple documents and other business communications.	Y	Y	
	MEASURE 04.05.02 Prepare reports and other business communications by integrating graphics and other non-text elements.	Y	Y	
	MEASURE 04.05.03 Prepare complex multi-media publications.	Y	O	
INDICATOR 04.06 Use presentation applications to prepare presentations.	MEASURE 04.06.01 Prepare presentations.	Y	N	
	MEASURE 04.06.02 Deliver presentations with supporting materials.	Y	N	
INDICATOR 04.07 Employ spreadsheet applications to organize and manipulate data.	MEASURE 04.07.01 Create a spreadsheet.	Y	Y	
	MEASURE 04.07.02 Perform calculations and analyses on data using a spreadsheet.	Y	Y	
INDICATOR 04.08 Employ collaborative/groupware applications to facilitate group work.	MEASURE 04.08.01 Facilitate group work through management of shared schedule and contact information.	Y	Y	
	MEASURE 04.08.02 Facilitate group work through management of shared files and online information.	Y	Y	
	MEASURE 04.08.03 Facilitate group work through instant messaging or virtual meetings.	Y	O	

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INDICATOR 04.09 Employ computer operations applications to manage work tasks.	MEASURE 04.09.01 Manage computer operations.	Y	Y	
	MEASURE 04.09.02 Manage file storage.	Y	Y	
	MEASURE 04.09.03 Compress or alter files.	Y	Y	
INDICATOR 04.10 Use computer-based equipment (containing embedded computers or processors) to control devices.	MEASURE 04.10.01 Operate computer driven equipment and machines.	N	O	
	MEASURE 04.10.02 Use installation and operation manuals.	N	O	
	MEASURE 04.10.03 Troubleshoot computer driven equipment and machines.	N	O	
	MEASURE 04.10.04 Access support as needed to maintain operation of computer driven equipment and machines.	N	O	
TOPIC 5: SYSTEMS: Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of services.				
INDICATOR 05.01 Demonstrate an understanding of the roles of various legal office professionals and the structure of a law office.	MEASURE 05.01.01 Define legal terms.	Y	Y	
	MEASURE 05.01.02 Identify, define, and differentiate responsibilities and boundaries of attorney and legal office support personnel.	O	Y	
	MEASURE 05.01.03 Explore various professional associations for legal office support.	O	O	

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TOPIC 6: SAFETY, HEALTH AND ENVIRONMENTAL: Understand the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. Follow organizational policies and procedures and contribute to continuous improvement in performance and compliance.				
INDICATOR 6.01 Understand safety, health, and environmental controls for a safe work environment.	INDICATOR 6.01.01 Understand safety, health, and environmental controls for a safe work environment.	O	O	
TOPIC 7: LEADERSHIP AND TEAMWORK: Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.				
INDICATOR 07.01 Employ leadership skills to accomplish organizational goals and objectives.	INDICATOR 07.01.01 Employ leadership skills to accomplish organizational goals and objectives.	O	O	<i>e.g. contribute ideas; share in building an organization; act as role models to employees by adhering to company policies, procedures, and standards; promote the organization's vision; and mentor others.</i>
	MEASURE 07.01.02 Exhibit social skills when leading a group in solving a problem.	O	N	<i>e.g. empowerment, risk, communication, focusing on results, decision-making, problem solution, and investment in individuals.</i>
	MEASURE 07.01.03 Exhibit social skills when acting as a manager of others in the workplace.	O	N	<i>e.g. compassion, service, listening, coaching, developing others, team development, and understanding and appreciating others.</i>
	MEASURE 07.01.04 Exhibit social skills when interacting with others in general.	O	N	<i>e.g. enthusiasm, creativity, conviction, mission, courage, concept, focus, principle-centered living, and change</i>
	MEASURE 07.01.05 Consider issues related to self, team, community, diversity, environment, and global awareness when leading others.	O	N	

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	MEASURE 07.01.06 Exhibit traits to develop leadership potential over time.	O	N	<i>e.g. innovation, intuition, adaptation, life-long learning and coachability.</i>
	MEASURE 07.01.07 Participate in civic and community leadership and teamwork opportunities to enhance skills.	O	N	
INDICATOR 07.02 Employ teamwork skills to achieve collective goals and use team members' talents effectively.	MEASURE 07.02.01 Employ teamwork skills to achieve collective goals and use team members' talents effectively.	Y	Y	
TOPIC 8: ETHICS AND LEGAL RESPONSIBILITIES: Know and understand the importance of professional ethics and legal responsibilities.				
INDICATOR 08.01 Apply ethical reasoning to a variety of workplace situations in order to make ethical decisions.	MEASURE 08.01.01 Apply ethical reasoning to a variety of workplace situations in order to make ethical decisions.	Y	Y	
	MEASURE 08.01.02 Evaluate alternative responses to workplace situations based on personal or professional ethical responsibilities.	O	Y	
	MEASURE 08.01.03 Identify and explain personal and long-term workplace consequences of unethical or illegal behaviors.	O	Y	
	MEASURE 08.01.04 Determine and explain the most appropriate response to workplace situations based on legal and ethical considerations.	O	Y	

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		INDICATOR 08.02 Demonstrate an understanding of the ethical considerations of the legal field.	MEASURE 08.02.01 Identify ethical considerations for legal office personnel.	
	MEASURE 08.02.02 Explain ethical requirements of law office professionals.	O	Y	
	MEASURE 08.02.03 Examine ABA and MBA rules of professional responsibility.	N	Y	
	MEASURE 08.02.04 Examine, compare, and analyze various codes of ethics.	N	Y	
	MEASURE 08.02.05 Define and analyze confidentiality.	Y	Y	
	MEASURE 08.02.06 Explain conflict of interest.	Y	Y	
	MEASURE 08.02.07 Recognize breach of confidentiality when using the telephone.	O	Y	

TOPIC 9: EMPLOYABILITY AND CAREER DEVELOPMENT: Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.

INDICATOR 09.01 Identify and demonstrate positive work behaviors and personal qualities needed to be employable.	MEASURE 09.01.01 Demonstrate self-discipline, self-worth, positive attitude, and integrity in a work situation.	Y	Y	
	MEASURE 09.01.02 Demonstrate flexibility and willingness to learn new knowledge and skills.	O	Y	
	MEASURE 09.01.03 Identify positive work-qualities typically desired in each of the career cluster's pathways.	O	N	

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			MEASURE 09.01.04 Manage work roles and responsibilities to balance them with other life roles and responsibilities.	
INDICATOR 09.02 Develop a personal career plan to meet career goals and objectives.	MEASURE 09.02.01 Develop career goals and objectives as part of a plan for future career direction.	O	Y	
	MEASURE 09.02.02 Develop strategies to reach career objectives.	O	Y	
INDICATOR 09.03 Demonstrate skills related to seeking and applying for employment.	MEASURE 09.03.01 Demonstrate skills related to seeking and applying for employment.	Y	Y	
	MEASURE 09.03.02 Prepare a résumé.	Y	Y	
	MEASURE 09.03.03 Prepare a letter of application.	O	Y	
	MEASURE 09.03.04 Complete an employment application.	O	O	
	MEASURE 09.03.05 Interview for employment.	O	Y	
	MEASURE 09.03.06 List the standards and qualifications that must be met in order to enter a given industry.	O	Y	
	MEASURE 09.03.07 Employ critical thinking and decision-making skills to exhibit qualifications to a potential employer.	O	Y	

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INDICATOR 09.04 Maintain a career portfolio to document knowledge, skills, and experience in a career field.	MEASURE 09.04.01 Select educational and work history highlights to include in a career portfolio.	O	O	
	MEASURE 09.04.02 Produce a record of work experiences, licenses, certifications, and products.	O	O	
	MEASURE 09.04.03 Organize electronic or physical portfolio for use in demonstrating knowledge, skills, and experiences.	Y	O	
INDICATOR 09.05 Identify and exhibit traits for retaining employment.	MEASURE 09.05.01 Model behaviors that demonstrate reliability and dependability.	O	Y	
	MEASURE 09.05.02 Maintain appropriate dress and behavior for the job to contribute to a safe and effective workplace/jobsite.	O	Y	
	MEASURE 09.05.03 Complete required employment forms and documentation such as I-9 form, work visa, W-4 and licensures to meet employment requirements.	O	N	
	MEASURE 09.05.04 Identify positive work behaviors and personal qualities necessary to retain employment.	O	O	
INDICATOR 09.06 Identify and explore career opportunities in one or more career pathways to build an understanding of the opportunities available in the cluster.	MEASURE 09.06.01 Locate and identify career opportunities that appeal to personal career goals.	Y	N	
	MEASURE 09.06.02 Match personal interest and aptitudes to selected careers.	Y	N	

Pathway: Legal Services - Legal Administrative Assistant

Cluster: Law, Public Safety, Corrections, and Security

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	

TOPIC 10: TECHNICAL SKILLS: Use of technical knowledge and skills required to pursue careers in all career cluster, including knowledge of design, operation, and maintenance of technological systems critical to careers in legal services.

Subtopic: GENERAL LEGAL OFFICE CONCEPTS

INDICATOR 10.01 Demonstrate the functions and procedures common to a legal environment and the importance of client and interoffice relationships.	MEASURE 10.01.01 Identify appropriate and inappropriate business attire.	Y	Y	
	MEASURE 10.01.02 Evaluate legal office business structures.	Y	Y	
	MEASURE 10.01.03 Discuss essential professional soft skills and attitude.	Y	Y	
	MEASURE 10.01.04 Explain importance of professional development and continuing legal education.	Y	Y	
	MEASURE 10.01.05 Discuss client/legal office professional relationships.	Y	Y	
	MEASURE 10.01.06 Define appropriate communication techniques.	Y	Y	
	MEASURE 10.01.07 Discuss email and voice mail etiquette.	Y	Y	
	MEASURE 10.01.08 Explain incoming and outgoing mail procedures. Prepare certified mail.	Y	Y	
	MEASURE 10.01.09 Identify essential elements of a telephone message.	Y	Y	

Pathway: Legal Services - Legal Administrative Assistant

Cluster: Law, Public Safety, Corrections, and Security

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
	MEASURE 10.01.10 Understand the use of intranets, extranets, and the internet in a legal environment.	Y	Y	
	MEASURE 10.01.11 Identify software commonly used in a legal environment.	O	Y	
	MEASURE 10.01.12 Discuss the use and management of email in a legal environment.	O	Y	
INDICATOR 10.02 Discuss types of fee arrangements, practice time keeping, prepare billings, and identify financial accounts used in the legal environment.	MEASURE 10.02.01 Describe types of fees and fee arrangements.	N	Y	
	MEASURE 10.02.02 Describe reasonable fees.	N	N	
	MEASURE 10.02.03 Discuss ethical guidelines concerning fees.	N	Y	
	MEASURE 10.02.04 Practice time keeping.	N	Y	
	MEASURE 10.02.05 Calculate billable time.	N	Y	
	MEASURE 10.02.06 Prepare retainer agreement and billing statement.	N	Y	
	MEASURE 10.02.07 Define general accounts, trust accounts, and petty cash.	N	Y	
	MEASURE 10.02.08 Identify funds to be deposited to or disbursed from accounts.	N	Y	
	MEASURE 10.02.09 Understand disciplinary actions for trust account abuses.	N	Y	

Pathway: Legal Services - Legal Administrative Assistant

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
		<p>INDICATOR 10.03 Demonstrate an understanding of file and records management and tickler systems and docket control.</p>	<p>MEASURE 10.03.01 Define files management.</p>	
	<p>MEASURE 10.03.02 Discuss email management in a legal environment.</p>	O	Y	
	<p>MEASURE 10.03.03 Define and apply alphabetizing and indexing rules.</p>	O	Y	
	<p>MEASURE 10.03.04 Identify steps in opening files.</p>	O	Y	
	<p>MEASURE 10.03.05 Describe and apply cross-referencing rules.</p>	O	Y	
	<p>MEASURE 10.03.06 Describe conflicts file and discuss importance.</p>	O	Y	
	<p>MEASURE 10.03.07 Perform manual and electronic conflict checking system.</p>	O	O	
	<p>MEASURE 10.03.08 Create and maintain tickler/diary system.</p>	O	Y	
	<p>MEASURE 10.03.09 Examine consequences of missed deadlines.</p>	O	Y	
	<p>MEASURE 10.03.10 Define docket control.</p>	N	Y	
<p>INDICATOR 10.04 Define the distinction between oaths, affirmations, acknowledgments, affidavits, and verifications.</p>	<p>MEASURE 10.04.01 Define distinction between oath and affirmation.</p>	N	Y	
	<p>MEASURE 10.04.02 Define distinction between verifications, acknowledgments, and affidavits.</p>	N	Y	

Pathway: Legal Services - Legal Administrative Assistant

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
	MEASURE 10.04.03 Identify components of sworn statements.	N	Y	
	MEASURE 10.04.04 Prepare verifications, acknowledgments, and affidavits.	N	Y	
	MEASURE 10.04.05 Identify role and responsibilities of a notary public.	N	Y	
INDICATOR 10.05 Understand the components of sworn statements and apply basic rules for the preparation of legal instruments and court documents.	MEASURE 10.05.01 Identify components of legal instruments and court documents.	N	Y	
	MEASURE 10.05.02 Prepare legal instruments.	N	Y	
	MEASURE 10.05.03 Apply document formatting.	N	Y	
	MEASURE 10.05.04 Practice proofreading and attention to detail.	N	Y	
Subtopic: LEGAL PRACTICE AREAS - CIVIL LITIGATION				
INDICATOR 10.06 Demonstrate knowledge of civil litigation legal terms.	INDICATOR 10.06.01 Demonstrate knowledge of civil litigation legal terms.	Y	O	
INDICATOR 10.07 Demonstrate knowledge of file management, case management, and law office practices.	MEASURE 10.07.01 Analyze importance of document organization.	Y	Y	
INDICATOR 10.08 Demonstrate knowledge of legal documents and proper writing skills.	MEASURE 10.08.01 Create and format routine correspondence and legal documents.	Y	Y	
	MEASURE 10.08.02 Develop proofreading skills and attention to detail.	Y	Y	

Pathway: Legal Services - Legal Administrative Assistant

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES <small>Consensus among work group</small>		COMMENTS
		Secondary	Post-secondary	
INDICATOR 10.09 Understand the content and form of civil litigation pleadings and processes.	MEASURE 10.09.01 Identify the process of electronic filing.	Y	Y	
	MEASURE 10.09.02 Calculate time periods for responsive documents and due dates.	Y	Y	
	MEASURE 10.09.03 Identify and prepare documents related to court actions.	O	Y	
INDICATOR 10.10 Demonstrate an understanding of documents in various stages of the civil litigation process.	MEASURE 10.10.01 Identify components of and prepare discovery documents.	O	Y	
	MEASURE 10.10.02 Explain and prepare motions, notices of motions, and supporting documents.	O	Y	
	MEASURE 10.10.03 Explain and prepare documents for pretrial, trial and post-trial.	O	Y	
Subtopic: LEGAL PRACTICE AREAS - CRIMINAL PROCEDURES				
INDICATOR 10.11 Demonstrate knowledge of criminal terms, procedures, and rules of practice.	MEASURE 10.11.01 Define terms relating to criminal law.	O	O	
	MEASURE 10.11.02 Identify rights of the defendant.	Y	O	
	MEASURE 10.11.03 Understand and format a criminal complaint and supporting documents.	N	O	
	MEASURE 10.11.04 Identify classification of crime.	N	O	
	MEASURE 10.11.05 Identify constitutional guarantees.	N	O	

Pathway: Legal Services - Legal Administrative Assistant

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES <small>Consensus among work group</small>		COMMENTS
		Secondary	Post-secondary	
			MEASURE 10.11.06 Understand pretrial, trial, and post trial procedures.	
Subtopic: LEGAL PRACTICE AREAS - BUSINESS ORGANIZATIONS				
INDICATOR 10.12 Demonstrate knowledge of business organizations, terms, and practice.	MEASURE 10.12.01 Define terms relating to business organizations.	Y	O	
	MEASURE 10.12.02 Describe characteristics of business organizations	Y	O	
	MEASURE 10.12.03 Outline steps necessary to create and terminate a business entity.	O	O	
Subtopic: LEGAL PRACTICE AREAS - ESTATE PLANNING AND ADMINISTRATION (PROBATE)				
INDICATOR 10.13 Demonstrate knowledge of estate planning, terms, and practice.	MEASURE 10.13.01 Define estate planning terms.	N	O	
	MEASURE 10.13.02 Prepare various documents relating to estate planning issues.	N	O	
INDICATOR 10.14 Demonstrate knowledge of probate and related proceedings, terms, and practice.	MEASURE 10.14.01 Explain Uniform Probate Code and necessity for probate.	N	O	
	MEASURE 10.14.02 Explain guardianships and conservatorship proceedings.	N	O	
	MEASURE 10.14.03 Prepare probate documents.	N	O	

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
		Subtopic: LEGAL PRACTICE AREAS - REAL ESTATE		
INDICATOR 10.15 Demonstrate knowledge of real estate terms and procedures.	MEASURE 10.15.01 Compare real and personal property.	N	O	
	MEASURE 10.15.02 Define the terms related to real estate transactions.	N	O	
	MEASURE 10.15.03 Identify and prepare various documents relating to types of real estate transactions.	N	O	
	MEASURE 10.15.04 Understand legal descriptions.	N	O	
	MEASURE 10.15.05 Describe liens and foreclosure procedures.	N	O	
Subtopic: LEGAL PRACTICE AREAS - BANKRUPTCY				
INDICATOR 10.16 Demonstrate knowledge of bankruptcy terms and procedures.	MEASURE 10.16.01 Define general bankruptcy terminology.	Y	O	
	MEASURE 10.16.02 Prepare various bankruptcy documents.	O	O	
	MEASURE 10.16.03 Define guidelines for Conciliation Court cases.	N	O	
	MEASURE 10.16.04 Prepare Conciliation Court documents	N	O	

Pathway: Legal Services - Legal Administrative Assistant

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
TOPIC 11: OCCUPATION-SPECIFIC TECHNICAL SKILLS --LEGAL ADMINISTRATIVE ASSISTANTS: Use of technical knowledge and skills required to pursue careers as legal administrative assistants, including knowledge of design, operation, and maintenance of technological systems.				
Subtopic: CREATING LEGAL DOCUMENTS				
INDICATOR 11.01 Demonstrate the ability to prepare mailable documents using advanced word processing formatting, proofreading, punctuation, capitalization, grammar, and editing skills.	MEASURE 11.01.01 Demonstrate the ability to prepare mailable documents using advanced word processing formatting, proofreading, punctuation, capitalization, grammar, and editing skills.	Y	Y	
Subtopic: LEGAL RESEARCH				
INDICATOR 11.02 Demonstrate ability to research and analyze legal issues using print and electronic sources.	MEASURE 11.02.01 Demonstrate ability to research and analyze legal issues using print and electronic sources.	N	O	
	MEASURE 11.02.02 Define legal research terms.	O	O	
	MEASURE 11.02.03 Prepare citations to statute, regulations, and cases in proper form.	N	O	
	MEASURE 11.02.04 Format and proofread legal memoranda and briefs.	O	O	
	MEASURE 11.02.05 Find the source of commonly needed factual information such as police reports, weather information, corporate addresses, registered agent, etc.	O	O	

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PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
			MEASURE 11.02.06 Demonstrate familiarity with court websites.	
	MEASURE 11.02.07 Demonstrate competency in using computer aided research to locate factual data.	0	0	

Technical Skill Assessment Blueprint

7/1/2014

Pathway: Legal Services - Legal Administrative Assistant

Cluster: Law Enforcement, Corrections, and Public Services

An "assessment blueprint" is a document that indicates the knowledge and skills that will be covered in an assessment instrument and the percentage of the assessment that will be devoted to each area of knowledge and skills. The Minnesota assessment blueprints will be used to review the appropriateness of existing assessments by determining how closely those assessments match up to what the Legal Services - Legal Administrative Assistant career pathway working groups have determined should be assessed. The assessment blueprints can also be used to guide the development of new assessments where suitable third-party assessments do not exist.

		SECONDARY	POST-SECONDARY	BUSINESS & INDUSTRY
		% of Assessment ↓	% of Assessment ↓	% of Assessment ↓
TOPIC 1	ACADEMIC FOUNDATIONS - Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary opportunities within the Legal Services - Legal Administrative Assistant career pathway.	6%	0%	0%
TOPIC 2	COMMUNICATION - Use oral and written communication skills in creating, expressing, and interpreting information and ideas including technical terminology and information.	18%	20%	15%
TOPIC 3	PROBLEM-SOLVING AND CRITICAL THINKING - Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.	11%	10%	13%
TOPIC 4	INFORMATION TECHNOLOGY APPLICATIONS - Use information technology tools specific to Legal Services - Legal Administrative Assistant occupations to access, manage, integrate, and create information.	18%	10%	20%
TOPIC 5	SYSTEMS - Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of products and services. Understand global context of industries and careers.	1%	5%	2%
TOPIC 6	SAFETY, HEALTH AND ENVIRONMENTAL - Understand the importance of health, safety, and environmental management systems in organization.	2%	1%	0%
TOPIC 7	LEADERSHIP AND TEAMWORK - Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.	15%	10%	15%
TOPIC 8	ETHICS AND LEGAL RESPONSIBILITY - Know and understand the importance of professional ethics and legal responsibilities.	7%	10%	10%
TOPIC 9	EMPLOYABILITY AND CAREER DEVELOPMENT - Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.	14%	4%	2%
TOPIC 10	TECHNICAL SKILLS - Use of technical knowledge and skills required to pursue careers in the Legal Services - Legal Administrative Assistant career pathway including knowledge of design, operation, and maintenance of technological systems.	8%	30%	23%
		100%	100%	100%