

SkillsUSA Massachusetts Employability, Leadership & Safety Assessment Study Guide

For use in preparing for District & State Level Assessments

WORKPLACE

1. What is a document that many employers use to identify worker applicants' qualifications for employment? **Resumé**
2. What color ink should be used when completing a job application? **Black**
3. What term defines an organized display of materials, equipment and services by a group of business and industry partners? **Trade Show**
4. The diagram or chart that shows how a company or business is organized is called a/an? **Organizational Chart**
5. Which of the following is an appropriate question an employer can ask in an interview? **Where would you like to be in 5 years?**
6. What is the term for a settlement of differences between opposing sides in which each makes concessions? **Compromise**
7. Who is someone who organizes, operates and assumes the risk of a business venture? **Entrepreneur**
8. The process of directing or controlling activities with regard to use of time is called: **Time Management**
9. Conduct or attitudes toward work or a philosophy dealing with rules of right or proper conduct is referred to as: **Ethics**
10. An item or task that merits first line of action is a/an: **Priority**
11. A worker who continues difficult tasks until they are completed is said to have: **Perseverance**
12. A worker who can be counted on to complete assigned tasks without constant supervision is said to have: **Reliability**
13. What term defines a task performed to business and industry standards that is developed through repeated successful attempts? **Competency**
14. Which term defines a collection of work representing education, self-development and

career information about you? **Employment Portfolio**

15. It is important for us to be aware of others' feelings and the individual differences within a school, community, organization or workplace. What term defines the mixing and blending of many people of different cultures who are involved in a similar activity or setting? **Cultural Diversity**

16. Which term describes a person's income before any deductions? **Gross**

17. What are you doing if you are observing someone you respect during his or her job? **Shadowing**

18. Who would you ask to write you a letter of recommendation? **Teacher/Employer**

19. When you consistently meet or exceed your customer's expectations you are said to have or provided good: **Customer Service**

20. When completing the past employment section on an application, in what order should jobs be listed? **Start with most current job**

PERSONAL/GENERAL

21. What term defines the prescribed forms and practices of appropriate behavior? **Etiquette**

22. What term defines a person of quality character who others try to emulate? **Role Model**

23. _____ refers to the skills or knowledge that lead to superior performance. Measurable skills, abilities and personality traits that identify successful employees. **Competency**

24. To be successful as a person and an employee, you should have positive goals. If you set a goal for yourself, what would be your next step to reach that goal? **Establish a plan**

25. What term describes a study to evaluate something in detail using a set of questions aimed to a specific group of people? **Survey**

26. What has these three parts: What is going to happen? When will it happen? How will it happen? **Goal**

27. If a goal describes your plans for retirement, what kind of goal is it? **Long-term**

28. What are considered the three basic parts of a speech? **Introduction, body, closing**

29. Volunteering in your school or community is a positive activity for students. When you take the concept of volunteering a step farther and tie the volunteerism to what you are learning in school, what is it called? **Service Learning**

30. What is defined as the sudden unrestrained offering of ideas by all members of a group to seek solutions to problems? **Brainstorming**
31. Someone who learns by focusing on ideas and abstract thoughts; likes to reason and test things and likes evidence to evaluate learns in which style? **Question and test style**
32. Someone who learns new ideas through feelings and feeds on originality and images learns in which style? **Emotions and values style**
33. Someone who learns information in a concrete manner, but prefers to learn through and with others, and considers learning valuable as if it is helping others, learns through what style? **Social-people style**
34. A process that includes a sender and a receiver each giving feedback to the other is called? **Communication**
35. Active and critical are two varieties of what kind of skill? **Listening**
36. Confidence, reliability, loyalty, cooperation and leadership are all examples of what kind of competency? **Interpersonal**
37. What skill is an individual said to have who believes in and respects himself or herself? **Confidence**
38. What skill is an individual said to have who has developed an understanding of ideas and procedures? **Comprehension**
39. Being able to give accurate and concise reports, follow oral directions or instructions, speak distinctly and give clear instructions or directions are examples of what kind of skills? **Communications Skills**

Revision | 1/17

BUSINESS/PARLIAMENTARY PROCEDURE

40. What is the written list of the business that will take place during a meeting called? **Agenda**
41. What process would you use in a formal business meeting if you had an idea you wanted the group to consider? **Main Motion**
42. Who is allowed to speak first when debating a motion in a formal business meeting? **The maker of the motion**
43. People who become members of a committee, are responsible for what? **Treating Others with respect, expressing ideas, keeping an open mind.**

44. Which of the following is a good basic rule of a business meeting? **Provide an agenda**
45. This is NOT a parliamentary procedure rule? **The decision of the minority of members must be followed**
46. To make a motion at a meeting, you must state your motion by saying. **"I move that..."**
47. According to basic parliamentary procedure; every member has the right to do what? **Every member has a right to express ideas or opinions**
48. In a business meeting, how many people can be considered the presiding officer at one time? **One**
49. Minutes of a meeting are a record of what? **business transacted**

SkillsUSA KNOWLEDGE

50. What is the SkillsUSA Theme for the current school year? **SkillsUSA: Champions at Work – Preparing America's Skilled Workforce**
51. A volunteer is someone who provides services to others without expecting anything in return. Which component of the SkillsUSA Program of Work focuses volunteer work? **Community Service**
52. SkillsUSA is a student organization for students enrolled in career technical classes; what is the acronym for career and technical student organizations? **CTSO**
53. There are _____ points to the SkillsUSA Creed. **Six**
54. The official SkillsUSA colors are red, white, _____ and gold. **Blue**
55. "To create enthusiasm for learning" is part of the SkillsUSA _____? **Purposes**
56. In the SkillsUSA emblem, the orbital circles represent _____? **Technology**
57. The purposes of SkillsUSA include the following _____. **Create enthusiasm for learning, Foster a deep respect for the dignity of work, Help students attain a purposeful life.**
58. As part of the SkillsUSA emblem, what do the hands represent? **The individual**
59. What does the color blue represent in the SkillsUSA emblem? **The common union of the states and chapters**
60. Within SkillsUSA's curriculum offerings, the premier employability skills development

program is the PDP. What does PDP stand for? **Professional Development Program**

61. "To honor and respect my vocation in such a way as to bring repute to myself" is part of the? **SkillsUSA Pledge**

62. Who is the National Executive Director of SkillsUSA? **Timothy W. Lawrence**

63. Within SkillsUSA's membership affiliation programs, the whole school membership program is the TPP. What does TPP stand for? **Total Participation Plan**

64. What 3 elements make up the SkillsUSA Framework? **Personal Skills, Workplace Skills, Technical Skills**

65. Under which element of the SkillsUSA Framework would you find the following skills? (Communications, Decision Making, Teamwork, Multi-Cultural Sensitivity & Awareness, Planning, Organizing & Management, Leadership) **Workplace Skills**

66. Under which element of the SkillsUSA Framework would you find the following skills? (Integrity, Work Ethic, Professionalism, Responsibility, Adaptability/Flexibility, Self-Motivated) **Personal Skills**

67. The SkillsUSA Framework provides a(n)_____for students to articulate what they gain from SkillsUSA participation to employers, school administrators, parents and other students. **Common language**

68. Through the SkillsUSA Chapter Excellence Program (CEP) chapters can earn different levels of distinction. What are the 4 levels of distinction? **Quality Chapter, Chapter of Distinction (Bronze & Silver), Chapter of Distinction (Gold), Models of Excellence**

69. Which SkillsUSA program allows chapter to document their quality activities and achievements and be recognized on the state and national level? **Chapter Excellence Program**

70. Preparing for Leadership in the World of Work is the SkillsUSA_____ **The SkillsUSA Motto**

SAFETY (OSHA)

71. What are safe work practice that will prevent a fall while working from ladders? **Keep your body centered, face the ladder, maintain three points of contact**

72. During an OSHA inspection, employees are allowed to be designated as company representatives if someone from management is unavailable at the time of inspection. **True**

73. When OSHA has finished their inspection of a workplace and an OSHA violation is discovered, what happens next? **The employer is sent a certified letter detailing violations**

74. What is a container of chemicals that will put out a small fire? **Fire Extinguisher**

75. According to OSHA, which of the following are to be provided to protect workers from falling into hazards such as pits, tanks, vats, and ditches. **Covers & Guardrails**
76. Poor_____ can cause stress and injuries. **Working Conditions**
77. This is not the responsibility of employees working for a business regulated by OSHA? **Maintaining records of work-related illness and injuries on the job**
78. When an employee brings his/her own personal tools, equipment, or personal protective equipment on the job, who is responsible for ensuring the safety of such tools, equipment or personal protective equipment? **The Employer**
79. According to OSHA standards, signs in RED represent what? **Danger**
80. This industry is NOT covered subject to OSHA standards? **Federal Employees, self-employed farm families, mine workers, fire fighters, police and atomic energy workers**
81. All employers covered under OSHA are to record and report any and all accidents that may result in fatality or hospitalization of employees within _____of an accident and must keep recordkeeping regulations under 29 CFR Part 1904. **Eight hours**
82. What benefit will pay part of your wages if you have to miss work because you were injured on the job. **Workers Compensation**
83. Bruises, carpal tunnel syndrome, and sprains are examples of work related_____. **Injuries and illness**
84. OSHA offers compliance assistance to businesses. Which of the following activities is not part of the assistance offered? **Assistance with avoiding or negotiating penalties**
85. What does the acronym OSHA stand for? **Occupational Safety & Health Administration**
86. The proper position at a computer workstation calls for the head to be level or bent slightly forward, forward facing and balanced. Generally it is in-line with____. **The torso**
87. According to OSHA, 15% of all accidental deaths are caused by_____. **Falls**
88. When OSHA is conducting a "Walk-around Inspection" at your worksite. These things may occur according to the Compliance Safety and Health Officer (CSHO)? **Consultation with employees, inspections, and discussions of possible corrective actions**
89. This elevation aide must be capable of supporting four times the maximum intended load, be higher than 10 feet, and use guardrails, mid-rails, and toe boards? **Scaffolding**

90. Hardhats, goggles, gloves, and respirators are examples of what? **Personal Protective Equipment**

91. Which groups of people are protected by OSHA standards? **Food & Drug Industry**

92. Something that might harm someone is called a _____. **Hazard**

93. Where OSHA has not developed specific standards, employers are responsible for _____.
Following the OSHA Act's "General Duty Clause"

94. If you suspect a hazardous work situation you have the right to _____ with OSHA without fear of losing your job. **File a complaint**

95. _____ describes a chemical and how it should be handled? **Material Safety Data Sheet (MSDS)**

Other Resources:

Available: February 1, 2017

SkillsUSA Massachusetts

Official Employability/Safety Quizlet:

URL: <http://bit.ly/madistrictemp>

CareerSafe Online:

<http://www.careersafeonline.com>

Other Resources:

The SkillsUSA Framework SkillsUSA Leadership Handbook Robert's Rules of Order

The Professional Development Program

Levels 1&2 (print or on-line versions)

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