

Assessment Blueprint

Accelerated Business Management and Administration (4-Credit)



General Assessment Information

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Test Type: This Programs of Study assessment is a customized assessment for the MBAResearch and Curriculum Center. Programs of Study assessments measure technical skills at the occupational level and include items which gauge factual and theoretical knowledge. This assessment offers a written component and is intended for use at the secondary level. This assessment is delivered entirely through QuadNet™, NOCTI's online testing system.

Revision Team: This assessment was developed by MBAResearch and Curriculum Center, a not-for-profit 501(c)(3) organization operated by 30+ state education departments. Assessment content is based on standards validated by industry professionals throughout the U.S.



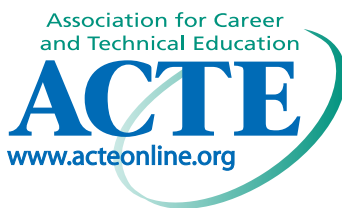
52.0201 – Business Administration and Management, General



Career Cluster 4-
Business Management and Administration



11-1021.00 – General and Operations Managers



The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!



MBAResearch believes that “proof of learning” is the first step toward a future career. Students who successfully complete a research-based assessment put themselves a step ahead of their competitors – for college admission and for beginning substantive careers in business. MBAResearch is proud to be the primary source of industry-validated standards and curriculum for business careers, for many high school and community college business administration curricula, and for many assessments offered here.

Written Assessment

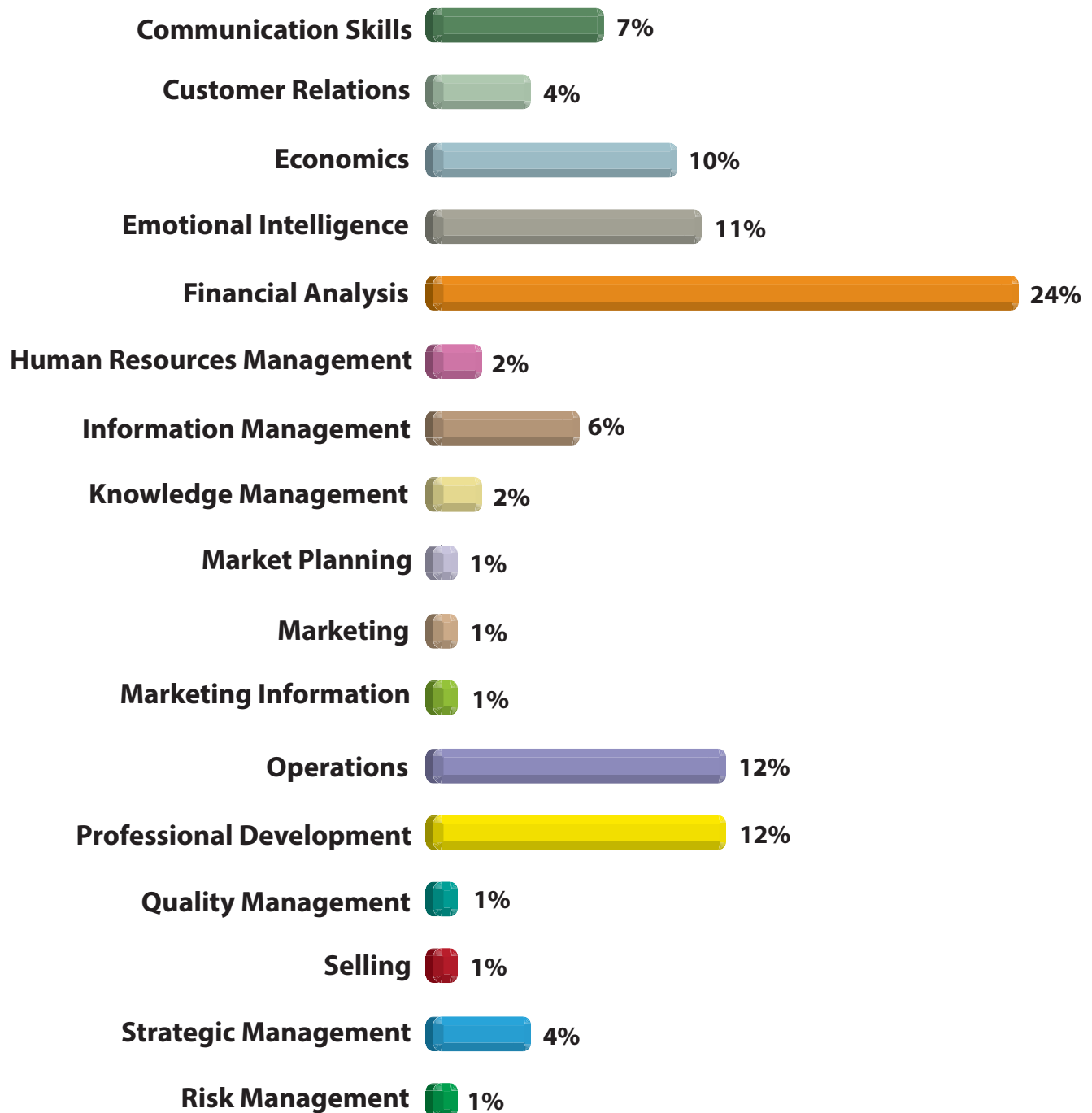
This written assessment consists of questions to measure an individual's factual theoretical knowledge.

Administration Time: 1 hour and 40 minutes

Number of Questions: 100

Number of Sessions: This assessment may be administered in one or two sessions.

Areas Covered



Specific Competencies and Skills Tested in this Assessment

Communication Skills

- Apply written directions to achieve tasks
- Provide legitimate responses to inquiries
- Handle telephone calls in a businesslike manner
- Make oral presentations
- Utilize note-taking strategies
- Select and utilize appropriate formats for professional writing
- Write business letters

Customer Relations

- Demonstrate a customer-service mindset
- Respond to customer inquiries
- Handle customer/client complaints
- Discuss the nature of customer relationship management

Economics

- Describe the concepts of economics and economic activities
- Determine economic utilities created by business activities
- Describe types of business activities
- Discuss the global environment in which businesses operate
- Determine the relationship between government and business
- Describe the nature of taxes
- Explain the concept of productivity
- Explain the concept of Gross Domestic Product (GDP)
- Explain the economic impact of interest rate fluctuations
- Describe the determinants of exchange rates and their effects on the domestic economy



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Specific Competencies and Skills (continued)

Emotional Intelligence

- Describe the nature of emotional intelligence
- Demonstrate initiative
- Demonstrate responsible behavior
- Exhibit a positive attitude
- Demonstrate self-control
- Use conflict-resolution skills
- Explain the concept of leadership
- Demonstrate adaptability
- Foster positive working relationships
- Demonstrate ethical work habits
- Manage commitments in a timely manner

Financial Analysis

- Explain the time value of money
- Set financial goals
- Develop personal budget
- Interpret a pay stub
- Demonstrate the wise use of credit
- Protect against identity theft
- Describe types of financial-services providers
- Explain types of investments
- Describe the concept of insurance
- Describe the nature of income statements
- Analyze cash-flow patterns
- Interpret financial statements
- Calculate financial ratios
- Discuss the role of ethics in finance
- Explain legal considerations for finance
- Explain the nature of operating budget
- Describe the concept of insurance



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Specific Competencies and Skills (continued)

Financial Analysis (continued)

- Describe the need for financial information
- Explain the concept of accounting
- Describe the nature of cash flow statements
- Conduct variance analysis
- Explain the purpose of internal accounting controls
- Explain the role of finance in business
- Describe the nature of cost/benefit analysis

Human Resources Management

- Explain the role of ethics in human resources management
- Assist employees with prioritizing work responsibilities

Information Management

- Obtain needed information efficiently
- Apply information to accomplish a task
- Discuss the nature of information management
- Demonstrate basic email functions
- Explain the role of information systems
- Demonstrate basic spreadsheet applications



Knowledge Management

- Explain the use of technology in knowledge management
- Identify techniques that can be used to capture and transfer knowledge in an organization

Market Planning

- Explain the nature of sales forecasts

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Specific Competencies and Skills (continued)

Marketing

- Discuss actions employees can take to achieve the company's desired results

Marketing Information Management

- Prepare and use presentation software to support reports

Operations

- Explain the nature of operations
- Describe the use of technology in operations
- Follow instructions for use of equipment, tools, and machinery
- Explain routine security precautions
- Protect company information and intangibles
- Explain the nature and scope of purchasing
- Identify quality-control measures/techniques
- Discuss legal consideration in operations
- Organize and prioritize work
- Discuss types of inventory
- Conduct break-even analysis
- Develop expense-control plans



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Specific Competencies and Skills (continued)

Professional Development

- Set personal goals
- Demonstrate problem-solving skills
- Demonstrate appropriate creativity
- Analyze employer expectations in the business environment
- Explain employment opportunities in business
- Complete a job application
- Prepare a resume
- Ascertain employee's role in meeting organizational goals
- Describe the scope of costs in managerial accounting (e.g., direct cost, indirect cost, etc.)
- Discuss the nature of balanced scorecards
- Maintain appropriate personal appearance
- Explain the nature of cost accounting decision making

Quality Management

- Explain the nature of quality management

Selling

- Explain the nature of bonds

Strategic Management

- Explain the nature of managerial ethics
- Explain the nature of business plans
- Describe the nature of managerial control (control process, types of control, what is controlled)
- Analyze operating results in relation to budget/industry

Risk Management

- Explain the role of ethics in risk management

Sample Questions

Which of the following are examples of raw materials that a business might keep on hand for production:

- A. Wheat, fabric, and oil
- B. Oil, jewelry, and soap
- C. Fabric, wheat, and soap
- D. Oil, soap, and jewelry

Tristan and Laura disagree about how to allocate company resources. This is an example of a(n)

- A. proactive conflict.
- B. external conflict
- C. labor dispute.
- D. dysfunctional dispute.

In what section of the business plan will Matthew provide detailed information about the types of cleaning services that his company offers?

- A. Company description
- B. Executive summary
- C. Products offered
- D. Management plan

