

Assessment Blueprint

Accelerated Business Management and Administration (2-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.



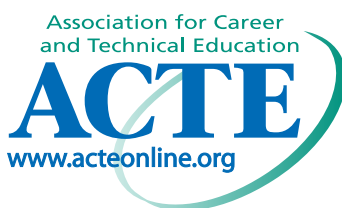
52.0201 – Business Administration and Management, General



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

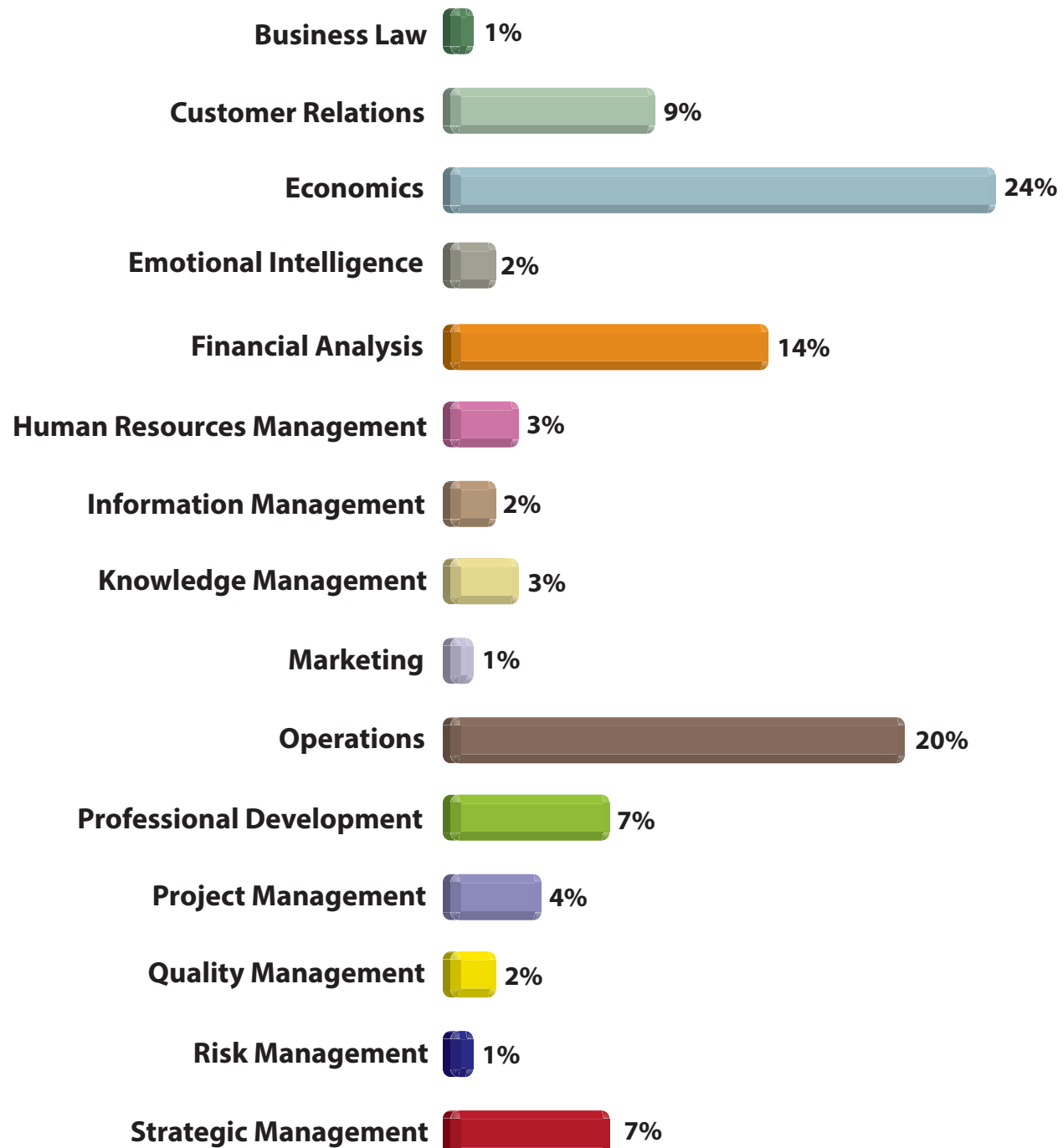
This written assessment consists of questions to measure an individual's factual theoretical knowledge.

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

Business Law

- Explain types of business ownership

Customer Relations

- Demonstrate a customer-service mindset
- Respond to customer inquiries
- Handle difficult customers
- Handle customer/client complaints
- Determine ways of reinforcing the company's image through employee performance
- Interpret business policies to customers/clients
- Reinforce service orientation through communication
- Discuss the nature of customer relationship management
- Describe the use of technology in customer relationship management



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Specific Competencies and Skills (continued)

Economics

- Describe the nature of taxes
- Analyze impact of specialization/division of labor on productivity
- Explain the concept of organized labor and business
- Explain the concept of Gross Domestic Product (GDP)
- Explain the economic impact of interest-rate fluctuations
- Determine the impact of business cycles on business activities
- 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
- Explain the types of economic systems
- Determine the relationship between government and business
- Explain the concept of productivity
- Describe the functions of prices in markets
- Explain how organizations adapt to today's markets
- Determine factors affecting business risk
- Describe factors that affect the business environment
- Explain the concept of competition
- Identify factors affecting a business's profit
- Explain the organizational design of businesses
- Explain the impact of the law of diminishing returns
- Explain the principles of supply and demand
- Describe the determinants of exchange rates and their effects on the domestic economy
- Explain the nature of global trade

Emotional Intelligence

- Manage commitments in a timely manner
- Take responsibility for decisions and actions

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Specific Competencies and Skills (continued)

Financial Analysis

- Describe the nature of cost/benefit analysis
- Explain the concept of accounting
- Calculate financial ratios
- Explain the nature of balance sheets
- Discuss the role of ethics in finance
- Explain the nature of risk management
- Describe the nature of income statements
- Describe the nature of cash flow statements
- Describe the nature of budgets
- Discuss the role of ethics in accounting
- Determine relationships among total revenue, marginal revenue, output, and profit
- Describe types of financial statement analysis (e.g. ratio analysis, trend analysis, etc.)
- Forecast sales
- Prepare cash flow statements

Human Resource Management

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

Information Management

- Discuss the nature of information management
- Utilize project-management software



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Specific Competencies and Skills (continued)

Knowledge Management

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

Marketing

- Explain marketing and its importance in a global economy

Operations

- Explain the nature of operations
- Explain the nature and scope of purchasing
- Explain the concept of production
- Describe the use of technology in operations
- Identify quality-control measures
- Evaluate vendor performance
- Organize and prioritize work
- Discuss types of inventory
- Conduct breakeven analysis
- Describe crucial elements of a quality culture
- Develop expense control plans
- Coordinate work with that of team members
- Explain the nature of project management
- Evaluate project results
- Negotiate terms with vendors in business
- Describe types of purchase orders
- Discuss the nature of business analysis
- Select vendors
- Explain the nature of overhead/operating costs
- Identify resources needed for project



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Specific Competencies and Skills (continued)

Professional Development

- Utilize job-search strategies
- Complete a job application
- Prepare a résumé
- Interview for a job
- Ascertain employee's role in meeting organizational goals
- Follow chain of command
- Follow rules of conduct

Project Management

- Initiate project
- Close project
- Manage project team
- Prepare work breakdown structure (WBS)

Quality Management

- Explain the nature of quality management
- Discuss the need for continuous improvement of the quality process

Risk Management

- Explain the role of ethics in risk management

Strategic Management

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

Sample Questions

A company buys tablet computers for its outside sales representatives to use for business purposes. This is an example of

- A. industrial purchasing.
- B. retail merchandising.
- C. resale buying.
- D. consignment buying.

Defining employees' roles in the business is a primary responsibility of the _____ function of management.

- A. organizing
- B. evaluating
- C. controlling
- D. directing

If a financial manager wants to assess the company's current assets and liabilities, s/he should review the company's

- A. balance sheet.
- B. pro forma cash-flow statement.
- C. income statement.
- D. bank records.

