

## Assessment Blueprint

# Honors Ready Business Management and Administration (2-Credit)



## General Assessment Information

### Blueprint Contents

General Assessment Information  
Written Assessment Information

Specific Competencies Covered in the Test  
Sample Written Items

**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.



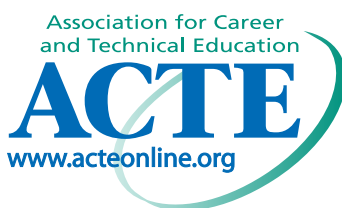
52.0201 – Business Administration and Management, General



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

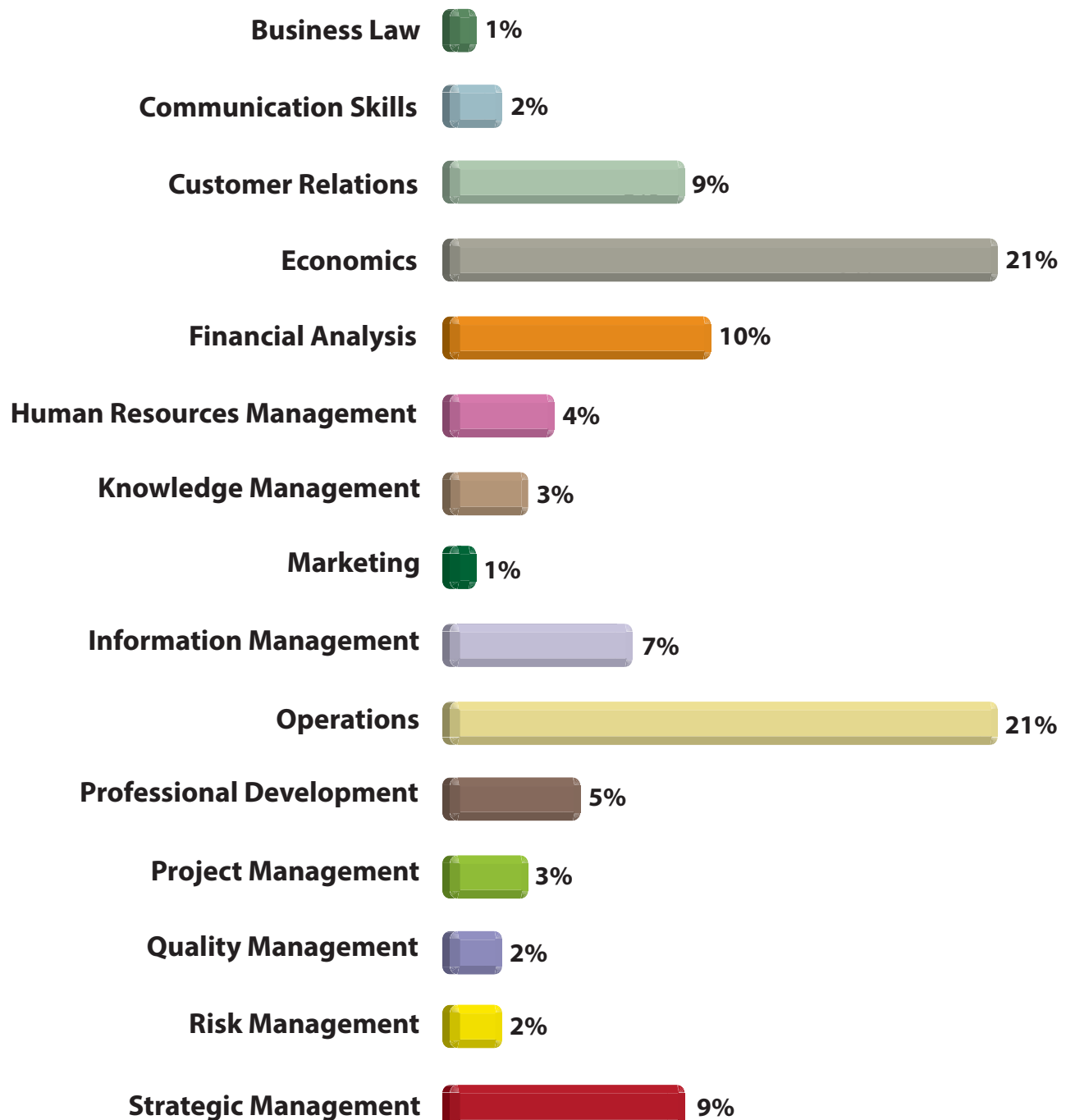
This written assessment consists of questions to measure an individual's factual theoretical knowledge.

**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

### **Communication Skills**

- Prepare simple written reports
- Write analytical reports (i.e., reports that examine a problem/issue and recommend an action)

### **Customer Relations**

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



*(Continued on the following page)*

## Specific Competencies and Skills (continued)

### Economics

- Determine economic utilities created by business activities
- Explain the principles of supply and demand
- Describe the functions of prices in markets
- Explain the organizational design of businesses
- Discuss the global environment in which businesses operate
- Describe factors that affect the business environment
- Explain how organizations adapt to today's markets
- Explain the types of economic systems
- Determine factors affecting business risk
- Explain the concept of competition
- Determine the relationship between government and business
- Describe the nature of taxes
- Explain the concept of productivity
- Analyze impact of specialization/division of labor on productivity
- Explain the concept of organized labor and business
- Explain the impact of the law of diminishing returns
- 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
- Explain the nature of global trade
- Describe the determinants of exchange rates and their effects on the domestic economy



(Continued on the following page)

## Specific Competencies and Skills (continued)

### Financial Analysis

- Explain the concept of accounting
- Discuss the role of ethics in accounting
- Explain legal considerations for accounting
- Describe the nature of cash flow statements
- Explain the nature of balance sheets
- Describe the nature of income statements
- Discuss the role of ethics in finance
- Describe the nature of budgets
- Describe the nature of cost/benefit analysis
- Determine relationships among total revenue, marginal revenue, output, and profit

### Human Resources Management

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

### Knowledge Management

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

### Marketing

- Explain marketing and its importance in a global economy



(Continued on the following page)

## Specific Competencies and Skills (continued)

### Information Management

- Discuss the nature of information management
- Explain the role of ethics in information management
- Describe the nature of business records
- Maintain customer records
- Describe current business trends
- Conduct an environmental scan to obtain business information
- Interpret statistical findings

### Operations

- Explain the nature of operations
- Organize and prioritize work
- Coordinate work with that of team members
- Explain the nature of project management
- Identify resources needed for project
- Evaluate project results
- Explain the nature and scope of purchasing
- Place orders/reorders
- Maintain inventory of supplies
- Select vendors
- Evaluate vendor performance
- Describe types of purchase orders
- Discuss types of inventory
- Explain the concept of production
- Identify quality-control measures
- Utilize quality control methods at work
- Describe crucial elements of a quality culture
- Explain the nature of overhead/operating costs
- Explain employee's role in expense control
- Conduct breakeven analysis
- Discuss the nature of business analysis



(Continued on the following page)

## Specific Competencies and Skills (continued)

### Professional Development

- Utilize job-search strategies
- Complete a job application
- Interview for a job
- Prepare a résumé
- Ascertain employee's role in meeting organizational goals

### Project Management

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

### 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
- Describe the use of technology in risk management

### Strategic Management

- Explain the concept of management
- Explain the nature of managerial ethics
- Discuss the nature of balanced scorecards
- Discuss managerial considerations in directing
- 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
- Describe relationship among innovation, learning, and change
- Explain the nature of 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

