

## Assessment Blueprint

# Honors Ready Business Management and Administration (3-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.



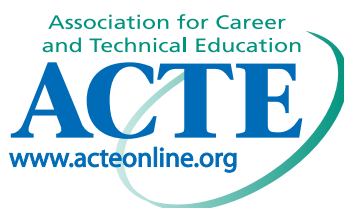
52.0201 – Business Administration and Management, General



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

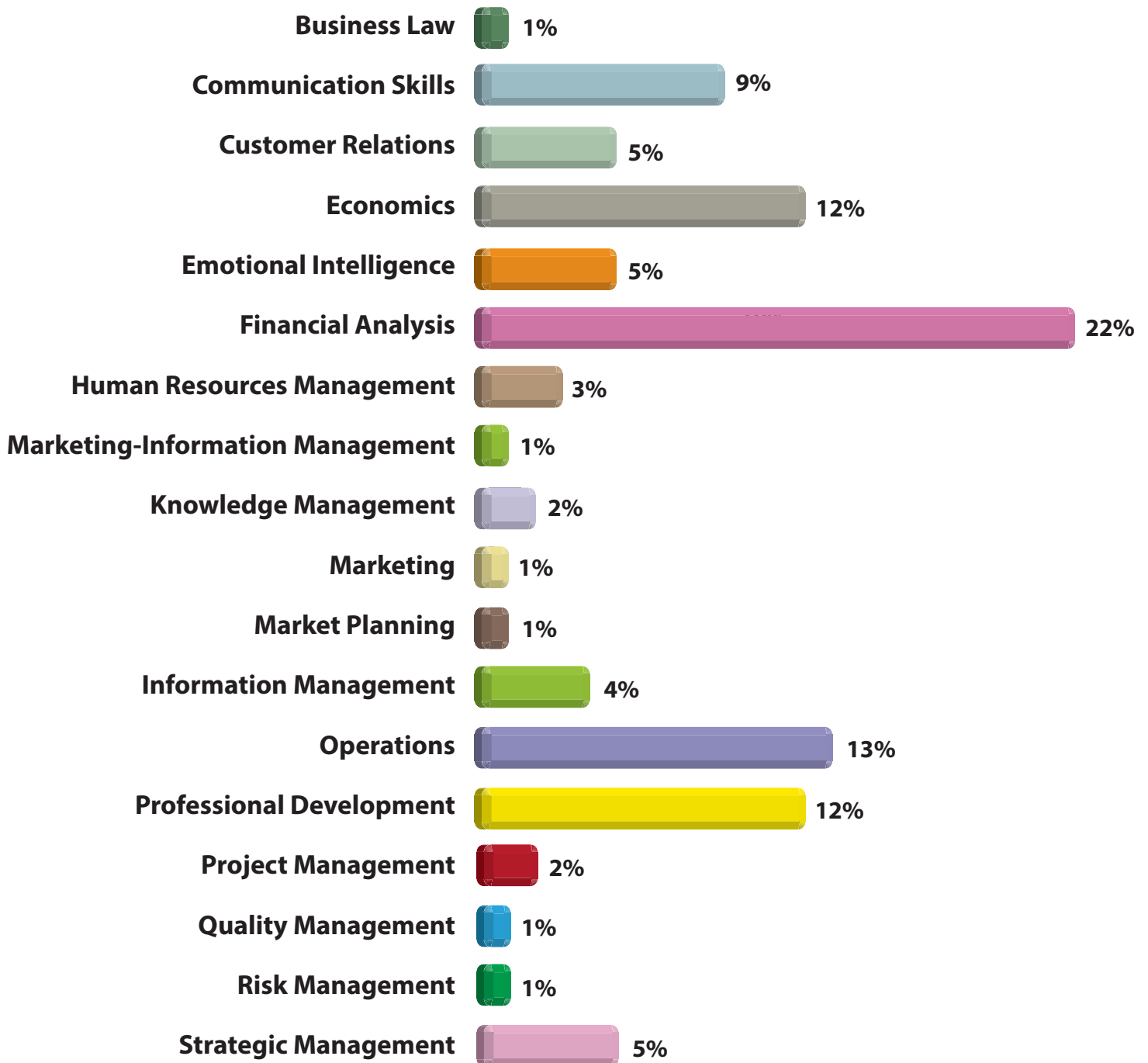
This written assessment consists of questions to measure an individual's factual theoretical knowledge.

**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

### **Communication Skills**

- Analyze company resources to ascertain policies and procedures
- Defend ideas objectively
- Handle telephone calls in a businesslike manner
- Organize information
- Edit and revise written work consistent with professional standards
- Write informational messages
- Prepare simple written reports
- Prepare complex written reports
- Choose and use appropriate channel for workplace communication

### **Customer Relations**

- Reinforce service orientation through communication
- Adapt communication to the cultural and social differences among clients
- Handle difficult customers
- Identify company's brand promise
- Discuss the nature of customer relationship management

### **Economics**

- Distinguish between economic goods and services
- Explain the concept of economic resources
- Describe the concepts of economics and economic activities
- Explain the principles of supply and demand
- Describe types of business activities
- Explain the organizational design of businesses
- Describe factors that affect the business environment

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## Specific Competencies and Skills (continued)

### Economics (continued)

- Explain the concept of competition
- Describe the nature of taxes
- Explain the concept of productivity
- Explain the impact of the law of diminishing returns
- Describe the economic impact of inflation on business

### Emotional Intelligence

- Take responsibility for decisions and actions
- Manage commitments in a timely manner
- Demonstrate negotiation skills
- Use consensus-building skills
- Explain the impact of political relationships within an organization

### Financial Analysis

- Explain the nature of risk management
- Describe the need for financial information
- Explain the concept of accounting
- Discuss the role of ethics in accounting
- Explain the use of technology 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
- Explain the purpose of internal accounting controls
- Discuss the role of ethics in finance
- Explain legal considerations for finance
- Describe the nature of budgets
- Describe the nature of cost/benefit analysis



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## Specific Competencies and Skills (continued)

### Financial Analysis (continued)

- Determine relationships among total revenue, marginal revenue, output, and profit
- Develop company's/department's budget
- Forecast sales
- Calculate financial ratios
- Interpret financial statements
- Analyze cash-flow patterns
- Manage cash flow
- Calculate the time value of money

### 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

### Marketing-Information Management

- Display data in charts/graphs or in tables



### Knowledge Management

- Explain the nature of knowledge management
- Explain the use of technology in knowledge management

### Marketing

- Explain factors that influence customer/client/business buying behavior

### Market Planning

- Explain the nature of sales forecasts

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## Specific Competencies and Skills (continued)

### Information Management

- Explain legal issues associated with information management
- Describe the nature of business records
- Monitor internal records for business information
- Conduct an environmental scan to obtain business information

### Operations

- Explain the nature of operations
- Coordinate work with that of team members
- Explain the nature of project management
- Develop project plan
- Maintain vendor/supplier relationships
- Describe types of purchase orders
- Discuss types of inventory
- Explain the concept of production
- Identify quality-control measures
- Explain the nature of overhead/operating costs
- Explain employee's role in expense control
- Conduct breakeven analysis
- Discuss the nature of business analysis



### Professional Development

- Explain the need for innovation skills
- Demonstrate problem-solving skills
- Utilize job-search strategies
- Interview for a job
- Discuss cost accounting systems (e.g., job order costing, process costing, activity-based costing [ABC], project costing, etc.)
- Explain the role of managerial accounting techniques in business management

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## Specific Competencies and Skills (continued)

### Professional Development (continued)

- Discuss the use of variance analysis in managerial accounting
- Describe the scope of costs in managerial accounting (e.g., direct cost, indirect cost, sunk cost, differential cost, etc.)
- Discuss the nature of balanced scorecards
- Explain possible advancement patterns for jobs
- Follow chain of command
- Determine the nature of organizational goals

### Project Management

- Manage project team
- Close project

### Quality Management

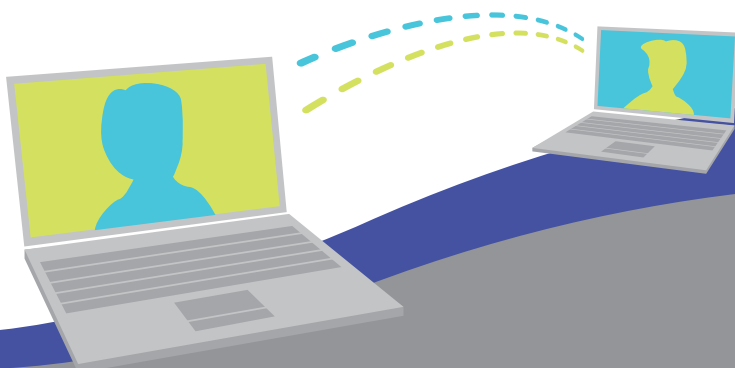
- Explain the nature of quality management

### Risk Management

- Explain the role of ethics in risk management

### Strategic Management

- Explain the concept of management
- Discuss managerial considerations in directing
- Identify and benchmark key performance indicators (e.g., dashboards, scorecards, etc.)
- Describe the nature of managerial control (control process, types of control, what is controlled)
- Track performance of business plan





## 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

