

General Assessment Information

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General Assessment Information
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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.



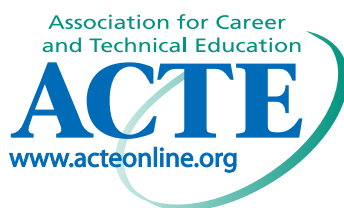
52.0201 – Business Administration and Management, General



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

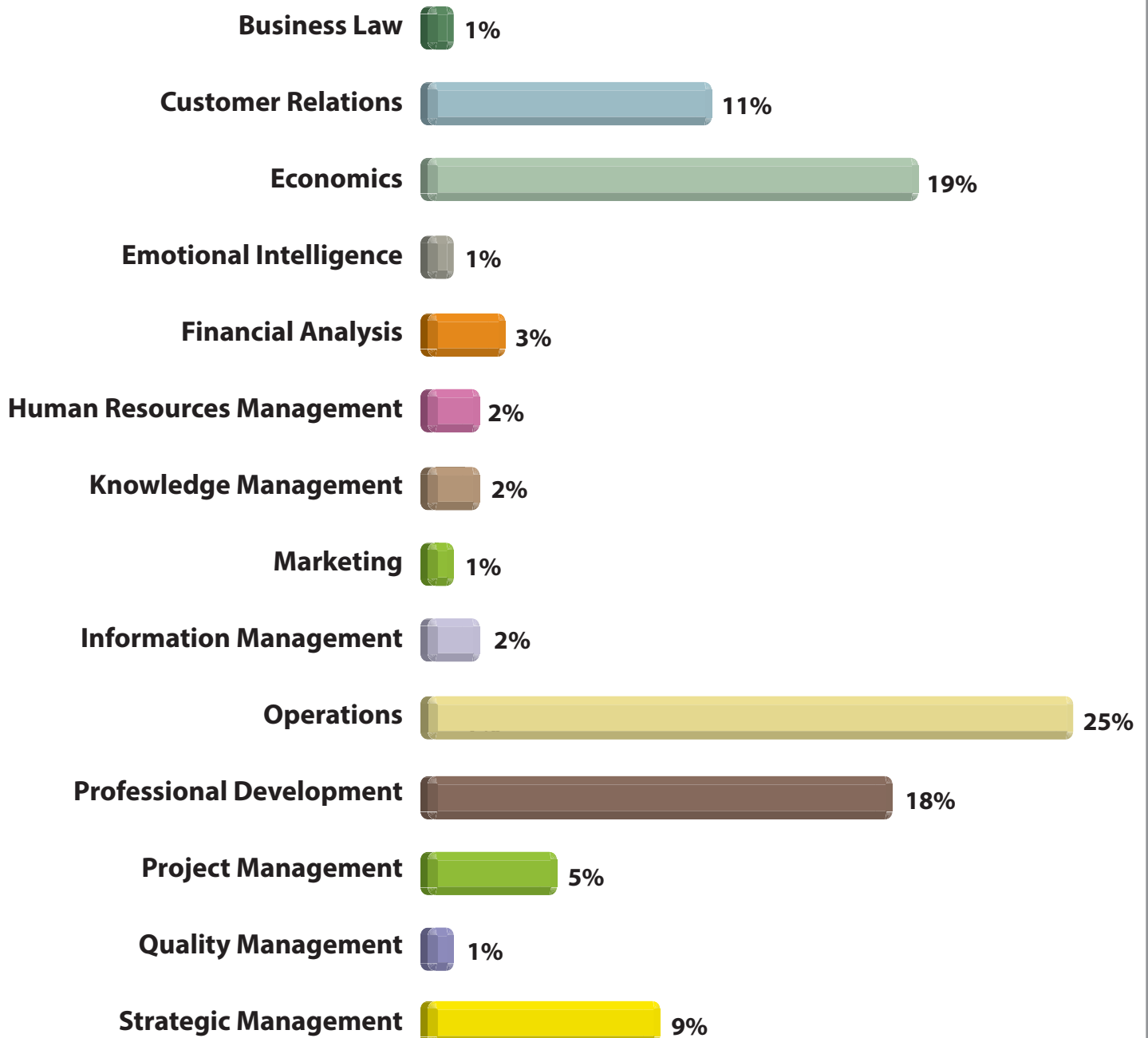
This written assessment consists of questions to measure an individual's factual theoretical knowledge.

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

Customer Relations

- Explain the nature of positive customer relations
- Demonstrate a customer-service mindset
- Reinforce service orientation through communication
- Respond to customer inquiries
- Adapt communication to the cultural and social differences among clients
- Interpret business policies to customers/clients
- Handle difficult customers
- Handle customer/client complaints
- Identify company's brand promise
- Determine ways of reinforcing the company's image through employee performance
- Discuss the nature of customer relationship management



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Specific Competencies and Skills (continued)

Economics

- Distinguish between economic goods and services
- Explain the concept of economic resources
- Describe the concepts of economics and economic activities
- Determine economic utilities created by business activities
- Explain the principles of supply and demand
- Describe the functions of prices in markets
- Describe types of business activities
- Explain the organizational design of businesses
- Discuss the global environment in which businesses operate
- Describe factors that affect the business environment
- Explain the nature of business ethics
- Explain how organizations adapt to today's markets
- Explain the types of economic systems
- Identify factors affecting a business's profit
- Determine factors affecting business risk
- Explain the concept of competition
- Determine the relationship between government and business
- Explain the concept of productivity
- Identify the impact of small business/entrepreneurship on market economies

Emotional Intelligence

- Manage commitments in a timely manner

Financial Analysis

- Describe the relationship between economic conditions and financial markets
- Describe the need for financial information
- Explain the concept of accounting

Human Resources Management

- Discuss the nature of human resources management
- Orient new employees

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Specific Competencies and Skills (continued)

Knowledge Management

- Explain the nature of 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

Information Management

- Discuss the nature of information management
- Identify ways that technology impacts business

Operations

- Explain the nature of operations
- Describe health and safety regulations in business
- Report noncompliance with business health and safety regulations
- Maintain data security
- Follow instructions for use of equipment, tools, and machinery
- Maintain a safe work environment
- Explain procedures for handling accidents
- Handle and report emergency situations
- Explain routine security precautions
- Follow established security procedures/policies
- Protect company information and intangibles
- Organize and prioritize work
- Coordinate work with that of team members
- Explain the nature of project management
- Identify resources needed for project
- Develop project plan



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Specific Competencies and Skills (continued)

Operations (continued)

- Apply project-management tools to monitor and communicate project progress
- Evaluate project results
- Explain the nature and scope of purchasing
- 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

Professional Development

- Maintain appropriate personal appearance
- Demonstrate systematic behavior
- Set personal goals
- Explain the need for innovation skills
- Assess personal interests and skills needed for success in business
- Analyze employer expectations in the business environment
- Explain the rights of workers
- Identify sources of career information
- Explain employment opportunities in business
- Utilize job-search strategies
- Complete a job application
- Interview for a job
- Write a follow-up letter after job interviews
- Prepare a résumé
- Follow rules of conduct
- Follow chain of command
- Ascertain employee's role in meeting organizational goals



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Specific Competencies and Skills (continued)

Project Management

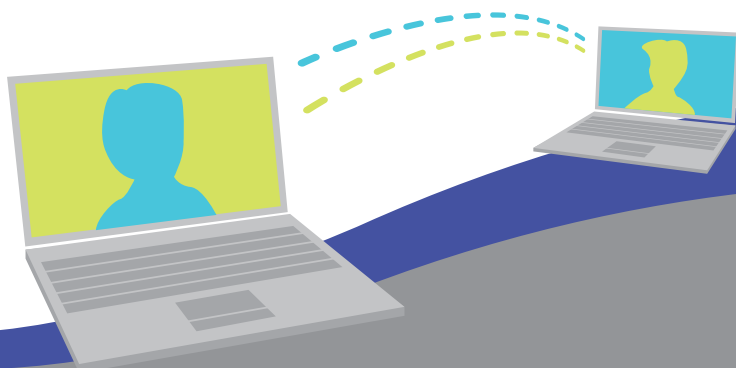
- Initiate project
- Prepare work breakdown structure (WBS)
- Manage project team
- Close project

Quality Management

- Explain the nature of quality management

Strategic Management

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



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

