Test Type: The General Management assessment is included in NOCTI’s Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Georgia, Kentucky, Michigan, New York, and Tennessee.
NOCTI written assessments consist of questions to measure an individual’s factual theoretical knowledge.

**Administration Time:** 2 hours  
**Number of Questions:** 104  
**Number of Sessions:** This assessment may be administered in one, two, or three sessions.

**Areas Covered**

- **General Management Technical Skills** 17%  
- **Business Management Technical Skills** 14%  
- **Academic Foundations** 12%  
- **Systems** 6%  
- **Ethics and Legal Responsibilities** 7%  
- **Communications** 12%  
- **Information Technology Applications** 7%  
- **Problem Solving, Critical Thinking, and Decision Making** 7%  
- **Leadership and Teamwork** 6%  
- **Safety, Health, and Environmental** 7%  
- **Employability and Career Development** 5%
Specific Competencies and Skills Tested in this Assessment

General Management Technical Skills
• Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership)
• Use planning tools to guide and manage an organization’s business activities
• Apply marketing techniques to foster business growth
• Plan and evaluate the use of financial resources to effectively manage a business
• Demonstrate understanding of doing business in a global environment

Business Management Technical Skills
• Supervise, direct, motivate, and evaluate employees
• Develop, implement, and monitor tactical and strategic plans to manage growth and meet goals and organizational needs
• Facilitate change and implement improvement processes to optimize organizational effectiveness

Academic Foundations
• Apply reading skills in a business environment
• Apply writing skills in a business environment
• Apply mathematical skills in a business environment
• Apply economic skills in a business environment

Systems
• Demonstrate understanding of the role of government and other regulatory bodies in business
• Demonstrate understanding of company hierarchies and roles within company structures

(Continued on the following page)
Specific Competencies and Skills (continued)

Ethics and Legal Responsibilities
- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions

Communications
- Locate, organize, and reference written information from reliable sources to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with coworkers and clients
- Interpret and use tables, charts, and figures

Information Technology Applications
- Use software such as word processors and spreadsheets to perform common business applications
- Use software such as databases to track and maintain business information

Problem Solving, Critical Thinking, and Decision Making
- Use problem solving and critical thinking skills to locate good sources of information about problems and determine appropriate methods for investigating causes
- Use problem solving and critical thinking skills to determine root causes of problems and suggest solutions

(Continued on the following page)
Specific Competencies and Skills (continued)

Leadership and Teamwork
- Exhibit leadership practices to improve productivity and quality of the working environment
- Work effectively in a team environment to accomplish company goals and improve quality of the working environment

Safety, Health, and Environmental
- Identify and practice appropriate health and safety procedures for business occupations
- Apply appropriate emergency procedures for business occupations

Employability and Career Development
- Demonstrate employability skills related to a career in business
- Pursue career development skills to advance in business careers
Sample Questions

**In business, the letters CFO stand for**
A. corporate finance office  
B. chief funding officer  
C. chief financial officer  
D. corporate fiscal organization

**One benefit of teamwork is**
A. less responsibility  
B. higher pay  
C. greater work efficiency  
D. less training is required

**Constructive criticism gives information**
A. without words through body movements  
B. about how well a message is understood  
C. that an employee could not otherwise obtain  
D. intended to encourage improvement

**A sales forecast can help a retailer**
A. accurately plan for the upcoming holiday season  
B. maintain accurate purchasing records  
C. determine the cost of goods sold  
D. determine past profits

**A market economy is one that**
A. is dependent on agriculture and natural resources  
B. has low economic wealth  
C. has all economic activities regulated by the government  
D. is based on supply and demand

(Continued on the following page)
Prepare a written _____ to standardize the process of performing certain work functions.
   A. progress report
   B. agenda
   C. training session
   D. procedure

An effective mentor is a person who
   A. shares mastered skills and experience
   B. holds an executive position in the company
   C. is external to the employee's company
   D. has been given salary raises in the past

Government regulations are generally designed to
   A. create jobs for government workers
   B. protect the public from harmful or unjust actions
   C. increase the number of political campaigns
   D. make people think before they vote

One major difference between strategic and tactical planning is that tactical planning tends to be
   A. shorter term and more narrowly defined
   B. longer term and more broadly defined
   C. targeted towards middle management
   D. targeted towards new employees

Which act regulates the Federal minimum wage for interstate commerce?
   A. Fair Labor Standards Act
   B. Taft Hartley Act
   C. Federal Insurance Contributions Act
   D. Federal Unemployment Tax Act