PATHWAY ASSESSMENT BLUEPRINT

ADMINISTRATIVE SERVICES,
HUMAN RESOURCES MANAGEMENT AND
GENERAL MANAGEMENT – PILOT

Test Code: 1300
Version: 01

Specific competencies and skills tested in this assessment:

**Business Management Technical Skills**
Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership, sole proprietorship)
Use planning and analytical 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

**General Management**
Supervise, direct, motivate, lead, and evaluate employees
Develop, implement, and monitor tactical/strategic plans to support growth and organizational goals
Implement and monitor improvement processes to optimize organizational effectiveness
Manage projects, staff schedules, and departmental budgets

**Human Resources Management**
Identify and administer organizational compensation and benefits, programs, and policies
Recruit, retain, and terminate employees effectively and legally
Design/implement effective personnel policies and procedures, including labor and employee relations
Apply effective employee training and development strategies

**Administrative Services**
Apply planning/time management principles to accomplish workplace objectives
(e.g., schedule meetings, prioritize activities)
Establish and follow procedures to manage information, documents, and confidential material
Select appropriate modes to prepare and send internal and external documents
Interact with employees and customers effectively and professionally
Administrative Services, Human Resources Management, and General Management – PILOT (continued)

**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

**Ethics and Legal Responsibilities**
- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions
- Demonstrate understanding of ethical and unethical business policies and procedures

**Communications**
- Identify reliable sources of information to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills to enhance communication with coworkers and clients
- Interpret verbal and nonverbal behaviors including a global workplace culture

**Information Technology Applications**
- Use word processing, presentation, database, and spreadsheet software to perform common business tasks
- Use social media, mobile technologies, and live streaming
- Interpret data from graphs, tables, and charts
- Understand the use of web applications and virtual environments

**Problem Solving, Critical Thinking, and Decision Making**
- Use problem solving and critical thinking skills to determine root causes of problems, locate good sources of information, and suggest solutions
- Demonstrate decision-making skills and methods of implementation

**Leadership and Teamwork**
- Apply leadership practices to improve the productivity and quality of the working environment
- Demonstrate how to 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 in business environments
- Apply appropriate emergency procedures in business occupations and situations

**Employability and Career Development**
- Demonstrate employability skills related to a career in business
- Explore career development opportunities to advance in business careers
Administrative Services, Human Resources Management, and General Management – PILOT (continued)

Written Assessment:

Administration Time: 2 hours  
Number of Questions: 154

Areas Covered:

- 10% Business Management Technical Skills
- 14% General Management
- 11% Human Resources Management
- 12% Administrative Services
- 8% Academic Foundations
- 4% Systems
- 6% Ethics and Legal Responsibilities
- 8% Communications
- 9% Information Technology Applications
- 5% Problem Solving, Critical Thinking, and Decision Making
- 5% Leadership and Teamwork
- 4% Safety, Health, and Environmental
- 4% Employability and Career Development

Sample Questions:

Two types of business partnerships are
A. contractual and fiduciary
B. cooperative and interdependent
C. general and limited
D. contractual and cooperative

Determining the best marketing strategy starts by asking what question?
A. Who is the target market?
B. Why is the product better than others?
C. How much should the product cost?
D. What media is the best choice for advertising the product?

For changes in an organization to be most effective, there must be
A. a directive from administration
B. an amendment to the mission statement
C. support from the employees
D. a formal change in organizational methodology
A notation in a file showing that the record being sought is stored elsewhere is called
A. index filing
B. alphabetic filing
C. cross-referencing
D. straight-referencing

Inflation is
A. a persistent increase in the general level of prices
B. a persistent increase in the price of an individual good, service, or resource
C. a one-time increase in the general level of prices
D. a one-time increase in the price of an individual good or service

In the United States, the offering, buying, and selling of stock is regulated by which agency?
A. Financial Accounting Standards Board
B. Internal Revenue Service
C. Bond Trustee Commission
D. Securities and Exchange Commission

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

Which of the following are examples of unethical selling practices?
A. bribes, favors, high-pressure closing tactics, and kickbacks
B. bribes, commissions, high-pressure kickbacks, and favors
C. tier-selling, commissions, favors, and bargains
D. tier-selling, whistle-blowing, favors, and high-pressure kickbacks

One of the primary benefits of social media over traditional advertising is that it
A. allows you to reach targeted customers
B. is used by everyone
C. is more expensive, but worth it
D. is monitored and safe

An example of an effective listening strategy is to
A. begin thinking about your response while the person is speaking
B. finish the other person’s sentences to hasten the conversation
C. use positive body language, facial expressions, and verbal signals
D. work on something else while listening